

# San Diego County 1996 OCCUPATIONAL OUTLOOK



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THE SAN DIEGO CONSORTIUM & PRIVATE INDUSTRY COUNCIL  
THE STATE OF CALIFORNIA EMPLOYMENT DEVELOPMENT DEPARTMENT,  
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AND  
THE CALIFORNIA OCCUPATIONAL INFORMATION COORDINATING COMMITTEE

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## PURPOSE OF THIS REPORT

The San Diego Consortium & Private Industry Council was established by the City and County of San Diego to "provide for a regional, comprehensive system of planning and administration of education, job training and employment resources." Included in these services is the *Occupational Outlook* which we research, compile and publish annually, and distribute countywide. This report provides an ongoing analysis of the San Diego county labor market.

Each year we target specific occupations and survey hundreds of employers throughout the county. Information regarding qualifications, wages, benefits, and advancement opportunities is gathered and published in a user-friendly format for use by community members, including job seekers, career counselors, program planners, curriculum designers, economic development personnel, trainers, educators, human resource managers and employers.

### **Labor Market Perspective:**

The changes in our economy, particularly in the '90s, will have a significant impact on the types of jobs available in San Diego county and the skills required for employment. The emphasis is shifting away from the traditional industries, such as manufacturing, construction and agriculture. Instead, the services and trade industries are projected to lead in the expansion of our local economy. The high-growth industries include telecommunications, software development, health care products and services, business and financial services, tourism and hospitality, recreational goods, electronics and defense manufacturing. These are further anticipated to provide impetus for growth in personal services, retail and wholesale trades, construction and supply industries.

In most occupations, applicants will find more competition, and an increasing demand for specific and/or technical skills. Employers are seeking computer literate workers in most industries and occupational levels. The emphasis on a service-oriented, "information based" economy is increasing the requirements for good communication, problem-solving, critical thinking and interpersonal skills. Job seekers and employees must be prepared to work in occupations that require flexibility to adapt to changing skill requirements and job demands, including the ability to work either independently or on a team.

### **How To Use This Report:**

The 35 occupations in this report include mid-level and emerging jobs throughout San Diego county. For the first time, we are including two new categories: nontraditional occupations (those with fewer than 25% female workers) designation and employers' three-year occupational growth forecast. The format of information in this report was specifically designed to be easy to understand and use. The introductory sections provide an overview and quick reference for the terminology and coding systems used in this report. Please review these initial pages in order to best interpret the occupational profile information. If you have any questions, please call the labor market information unit at 238-1445.

## ACKNOWLEDGMENTS

The San Diego Consortium & Private Industry Council would like to thank the San Diego Local Occupational Information Coordinating Committee (LOICC) members for their contributions to the San Diego Occupational Outlook Report. The LOICC is co-chaired by:

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We also thank the California Occupational Information Coordinating Committee (COICC), for its continued support of this project.

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# INTRODUCTION

**The Role of the Local Occupational Information Coordinating Committee (LOICC)**. The LOICC includes members who are representative of local labor market information users, business, and labor. The role of the LOICC is to guide the selection of occupational areas to be surveyed, and establish community linkages for development of occupational profiles.

**Occupational Profile Development.** Labor market demand information is collected by surveying employers of selected occupations. Employers are asked about:

- ~ what education / training and experience they require of employees in the specific occupation
- ~ the skills and qualifications they seek when hiring employees
- ~ how they recruit new employees
- ~ the wages and fringe benefits they offer
- ~ their perceptions of the growth potential for employment in the next three years.

Data received from employers is combined with Occupational Employment Statistics (OES) projections and U.S. Department of Labor, California Occupational Guides and California Digest of Licensed Occupations to produce a summary profile of the occupations.

This report presents occupations selected by Career Counselors, Rehabilitation Specialists, Case Managers, Educators, Program Planners and reviewed by the LOICC. The list of occupations includes those that have training programs available through community colleges, the ROP and private training providers. This report is designed to provide a comprehensive overview of the employment opportunities available for people who complete specific types of training programs.

# METHODOLOGY

To produce the occupational profiles, our research includes the following steps:

**1. Occupational forecast:** Occupational projections are developed by the Labor Market Information Division (LMID) of the Employment Development Department and are used to help identify growing and declining occupations.

**2. Occupation selection:** A list of 100 occupations was presented to an audience of vocational counselors, trainers, and educators at last year's annual Occupational Outlook dissemination meeting. Attendees were asked to rate the importance of obtaining additional employer demand information for each of the occupations identified. The Local Occupational Information Coordinating Committee (LOICC) reviewed the results of these rankings in detail and made the final selection of occupations to be surveyed. A total of 35 occupations was selected for our survey.

**3. Questionnaire development:** Specific information needs for each occupation are determined, and questionnaires are developed by LMID to respond to local information needs.

**4. Sample selection:** LMID generates employer samples by industry and employer size. Employers are contacted to verify that they employ persons in the occupation and are willing to participate in the project.

**5. Employer survey:** Confidential employer surveys are conducted by telephone, fax or mail. Completed surveys are reviewed for internal consistency and employers recontacted for clarification as needed.

**6. Data entry and tabulation:** Completed surveys are reviewed and the responses entered in a CCOIS database which generates basic data tabulations.

**7. Written analysis:** The data from those tabulations and other relevant information is carefully analyzed to prepare the individual occupation profiles. Sufficient information was obtained to develop profiles for the 35 occupations surveyed during the second half of 1995.

**8. Report distribution:**

a) The written analysis is presented at a public dissemination meeting, which is the initial step in publicizing the occupational information collected.

b) The occupational information projections and training sources have also been incorporated in the ERISS program, an automated labor market information system which is offered through the ROP, community colleges, high schools, rehabilitation offices, Career Centers and the Employment Development Department offices.

c) The Occupational Outlook Report is also distributed to high schools and community college career counselors, vocational rehabilitation offices and the library systems throughout San Diego County.

## DESCRIPTION OF INDIVIDUAL OCCUPATIONAL PROFILES

The following is a brief description of the profiles contained in the 1996 Occupational Outlook Report, and includes definitions of the terms used to describe the survey results:

**Title and Definition of Occupation:** Each occupation has a six-digit occupational code and definition from the standard Occupational Employment Statistics (OES) classification system. OES descriptions are broader in scope than the Dictionary of Occupational Titles (DOT) classification system; each OES code may include several of the more detailed DOT titles.

**Education / Training and Experience:** Survey responses to questions about education /training and experience needed to obtain employment are summarized here. Employers are asked how much education and training were completed by individuals hired into the occupation over the past year. In addition, employers are asked if they require related work experience and what type of experience was required. The terms used in this section and throughout the report to describe survey results are:

- Nearly all:** more than 90% of the survey responses
- Most:** 51 - 90% of the survey responses
- Many:** 35 - 50% of the survey responses
- Some:** 10 - 34% of the survey responses
- Few:** less than 10% of the survey responses.

**Hours and Wages:** The distribution of full-time, part-time, on-call and temporary employees is reported in this section, together with the average number of hours worked per week. The range and median of hourly wages are presented for three categories of employees: **new hires with no experience**, persons trained or otherwise qualified, but with no paid experience in the occupation; **new hires with experience**, experienced persons, or persons at the journey level (if applicable), but just starting with the firm; **after three years with the firm**, persons at the journey level (if applicable) or at least three years of experience in the occupation with the employer. Both union and non-union median wages are presented for occupations having union representation.

**Fringe Benefits:** The types of fringe benefits employers offer employees in the occupation are presented. Of employers offering benefits, the percentage of those which offer each type of benefit to full and part-time workers is shown. Benefits may be offered by but not necessarily paid by the employer. Please note that part-time benefits are not reported when there are few part-time workers in the occupation. Additional benefits identified by employers are listed at the bottom of this section. An asterisk (\*) instead of a percentage indicates that fewer than three employers surveyed offer this benefit. This information is withheld to protect the confidentiality of employers' individual responses.

**Where the Jobs are:** This section identifies the major sources of employment for each occupation, indicated by a percentage of the occupation's employment in specific industries. These are developed from LMID generated industry staffing patterns.

**Qualifications:** Employers are asked to rate the importance of a variety of skills. The skills listed are those which employers rated highest in importance. Additional employer-specified skills are also listed when provided.

**Supply and Demand:** This section presents information on the methods employers use to recruit new employees and the difficulty in finding applicants to fill vacancies. Each employer was asked to check all of the **recruitment methods** used. The methods are reported in order of frequency of use by employers.

Employers were asked to rate on a four-point scale the difficulty they have in finding experienced or inexperienced replacements to fill vacancies. The employers' responses are combined with a weighted average using a formula including the number of new hires and the number of firms.

The following terms are used to describe the difficulty in finding applicants:

**Great difficulty:** Employer demand is considerably greater than supply of qualified applicants. Applicants may find *little competition* for job openings.

continued on next page



**Some difficulty:** Employer demand is somewhat greater than the supply of qualified applicants. Applicants may find opportunities for job openings *somewhat competitive*.

**Little difficulty:** Worker supply is somewhat larger than demand for qualified applicants and applicants may experience competition in job seeking. Applicants may find opportunities for job openings *competitive*.

**No difficulty:** Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants. Applicants may find opportunities for job openings *very competitive*.

**Occupational Characteristics:** This section presents information on advancement opportunities, nontraditional occupations, turnover, and unionization. The career ladders section reports the previous occupations from which people were promoted into the profiled occupation and those occupations which serve as promotional opportunities.

**Nontraditional occupations** are those with fewer than 25% female workers.

**Turnover** is calculated for each occupation, based on vacancies (resulting from promotions and employees leaving the firm) filled over the last 12 months, divided by the total reported number of persons in that occupation.

Turnover terms describing the percent of new employees hired in the occupation to fill vacancies resulting from people in permanent positions receiving a promotion or leaving the firm are:

**Very low:** Less than 6%

**Moderately low:** Between 6% and 10%

**Moderate:** Between 11% and 20%

**Moderately high:** Between 21% and 30%

**High:** Over 30%

**Unionization** is the percentage of the employers surveyed who report employees in the occupation belonging to a union.

**Occupational Size and Growth Projections:** This section presents the seven-year growth and job openings projections (1992-1999) provided through the OES projection system. It also summarizes the size of employment in the occupation, based on percentage of the total employment in the county. Terms used to describe size of employment are:

**Small:** less than 1,410 employees (less than .16% of 1992 employment).

**Medium:** 1,411 - 2,825 employees (.16% to .30% of 1992 employment).

**Large:** 2,826 - 6,120 employees (.31% to .65% of 1992 employment).

**Very Large:** more than 6,121 employees (more than .65% of 1992 employment).

**Growth Trends:** This is an overview of projected new job growth rates in relation to the overall average new job growth rate (9.3%, 1992 - 1999) for the county. The following terms are applied to the occupational growth trends for San Diego county.

**Much faster than average:** 14% or more.

**Faster than average:** 10.2% to 13.99%

**Average:** 8.5% to 10.19%

**Slower than average:** 8.49% or less.

## Uses for Occupational Outlook Report

The information in this report can be used by a variety of organizations and individuals for many different purposes. Possible uses include:

**Career Decisions -**

Career counselors and job seekers can make informed occupational choices based on skills, abilities, interests, education, and personal needs. The localized information is easy to read and includes employer requirements and preferences, wages, labor demand, and sources of employment and training.

**Program Planning -**

This report provides local planners and administrators with employment, training, and completion information, as well as occupational size and expected growth rates. Program planners can use this data to evaluate, improve, and eliminate programs or to plan new programs.

**Curriculum Design -**

Training providers can assess and update their curriculum based on current employer needs and projected trends, as indicated in this report.

**Economic Development -**

Local government agencies and economic development organizations will find information on the labor pool, occupational size, expected growth rates, and wages useful in determining the potential for business growth and development in our labor market area.

**Program Marketing -**

Training providers can effectively market their programs by informing students, employers, and others that the chances for job placement are much greater because their training programs are developed using reliable local occupational data.

**Human Resource Management -**

Small business and corporate human resource directors can use this report to help determine competitive wages and benefits to improve recruitment methods, and to assess the availability of qualified workers for business expansion or relocation purposes.

This report is intended to be used as an informative reference to support these and many other decisions. To maximize the use of this information, please contact the Labor Market Information Unit of the San Diego Consortium & Private Industry Council at 619 - 238-1445.

# OCCUPATIONAL PROFILES

## ADMINISTRATIVE ASSISTANTS

**DOT 169.167-999**

Administrative Assistants aid executives in a staff capacity by coordinating office services, such as personnel, budget preparation and control, housekeeping, records control, and special management assignments. They review and answer correspondence and assist in preparation of budget needs and annual reports of the organization. Administrative Assistants are included in Management and Support Workers, OES 219990.

### EDUCATION / TRAINING AND EXPERIENCE

**Education and Training:** Most recent hires have some college coursework (but not necessarily a degree); many have a bachelor's degree. Employers indicate a preference for applicants with word processing, spreadsheet (Excel), database and desktop publishing software application skills.

**Experience:** Most firms always require work-related experience. They tend to hire applicants with 6-24 months experience as an Administrative Assistant or Secretary. Some firms sometimes allow training to substitute for work experience and prefer 1-2 years secretarial or office management training.

### % of EMPLOYERS\* OFFERING FRINGE BENEFITS

	<u>Full-Time</u>
Medical Insurance:	100%
Dental Insurance:	85%
Vision Insurance:	62%
Life Insurance:	92%
Paid Vacation:	100%
Paid Sick Leave:	92%
Retirement Plan:	77%

\*The percentage is based on the number of employers responding to this question.

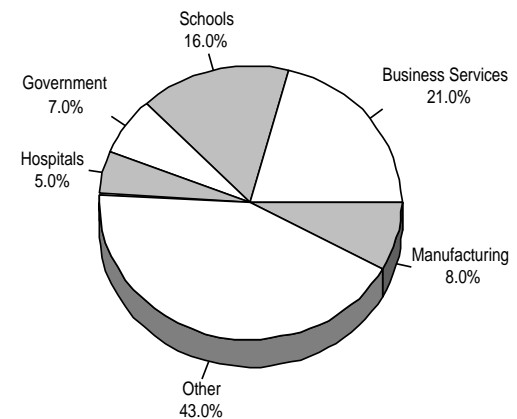
### HOURS AND WAGES

**Hours:** Nearly all Administrative Assistants work full-time for an average of 40 hours per week. A few work part-time, an average of 20 hours per week.

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience:	\$6.00 - 14.75	\$9.50
New Hires, With Experience:	\$7.00 - 16.75	\$12.00
After Three Years With The Firm:	\$9.00 - 18.00	\$14.00

### WHERE THE JOBS ARE

#### INDUSTRY - PERCENT EMPLOYING



## QUALIFICATIONS

### Employers rated the following qualifications very important:

Oral communication skills  
Knowledge of word processing software  
Ability to prioritize and handle multiple tasks  
Ability to handle interruptions and distractions  
Ability to be flexible and friendly "under fire"  
Understanding issues of confidentiality  
Ability to work under pressure  
Ability to meet deadlines  
Ability to read and follow instructions  
Ability to work independently  
Telephone etiquette skills  
Public contact skills  
Ability to write effectively  
Problem solving skills  
Computer skills (refer to Education / Training and Experience)

## OCCUPATIONAL CHARACTERISTICS

Alternate Job Titles: Executive Secretary

Related DOT Code: 169.167-014, 201.362-030

Career Ladders: Promote from Secretary.  
Promotion to Administrative Assistant II, Marketing or Sales Representative, Executive Assistant, Assistant to Company President

Nontraditional Occupation: No.  
Employers responding report that 92% of workers were female.

Turnover: Moderate, 16% for employees in the occupation in the past 12 months.

Unionization: No. Employers who responded indicate no unionization for this occupation.

## SUPPLY AND DEMAND

Recruitment Methods: The most frequently used methods to recruit new employees include: in-house promotion or transfer, newspaper advertisements, private employment agencies, public school or program referrals, EDD, Career Center Network and current employee referrals.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Great Difficulty		
Some Difficulty		
Little Difficulty		X
No Difficulty	X	

The Job Market for: **Administrative Assistants**

Experienced applicants: Very competitive

Inexperienced applicants: Competitive

## OCCUPATIONAL SIZE AND GROWTH PROJECTIONS

Size of 1992 Employment: 4,830 - - Large

OES Growth Projections: New jobs through 1999: 140  
Separations to 1999: 520  
Total Openings: 660

Openings for Administrative Assistants are included in the projections for Management Support Workers.

Growth Trends: The new job growth rate for Administrative Assistants is 2.9%, which is growing slower than the average new job growth rate of 9.3% for all occupations in the county. Most employers project employment in their firm for this occupation to remain stable for the next three years. Some project the occupation to grow due to company expansion and increased business.

Employer Responses: 15 employers supplied the data used in developing the analysis of this occupational profile.

## DIRECTOR, ADULT / CHILD DAY CARE CENTER

DOT 092.167-999

Adult / Child Day Care Center Directors direct activities of a child or adult day care center facility to provide instruction and care for children or adults. They maintain the facility budget and purchase instructional materials; and hire and supervise teaching staff. They review and evaluate facility activities to ensure conformance to state and local regulations. Adult / Child Day Care Center Directors are included in Education Administrators, OES 150050.

### EDUCATION / TRAINING AND EXPERIENCE

**Education and Training:** Most recent hires have completed some graduate study. Many have a bachelor's degree. Education is concentrated in nursing or social work with some business administration courses. Registration in nursing, licensing as a Clinical Social Worker or certification as activities director is preferred. Employers indicate a preference for applicants with word processing and database software application skills.

**Experience:** Most firms always require work-related experience. They tend to hire applicants with 2-3 years experience as a Social Worker, Child / Adult Program Supervisor, Registered Nurse, or Assistant Center Director. Most firms never allow training to substitute for work experience.

### % of EMPLOYERS\* OFFERING FRINGE BENEFITS

	<u>Full-Time</u>
Medical Insurance:	92%
Dental Insurance:	77%
Vision Insurance:	46%
Life Insurance:	46%
Paid Vacation:	100%
Paid Sick Leave:	100%
Retirement Plan:	46%

\*The percentage is based on the number of employers responding to this question.

### HOURS AND WAGES

**Hours:** All Adult / Child Day Care Center Directors work full-time for an average of 42 hours per week.

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience:	\$6.00 - 15.25	\$10.25
New Hires, With Experience:	\$7.00 - 19.25	\$12.00
After Three Years With The Firm:	\$8.00 - 21.50	\$15.50

### WHERE THE JOBS ARE

#### INDUSTRY

Adult care facilities  
Child day care facilities  
Community and social organizations  
Elementary schools  
Fitness facilities

## QUALIFICATIONS

### Employers rated the following qualifications very important:

Ability to plan, organize, and supervise the work of others  
Ability to handle crisis situations  
Customer service skills  
Ability to work under pressure  
Ability to work independently  
Problem solving skills  
Ability to motivate staff  
Ability to perform emergency first aid  
Ability to manage the activities of a department  
Inter-personal skills  
Ability to communicate with parents or guardians  
Knowledge of state and local regulations  
Ability to hire and assign personnel  
Time management skills  
Computer skills (refer to Education / Training and Experience)

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Program Director, Family Services Director, Health or Day Care Center Director

**Related DOT Code:** 092.167-010, 094.167-014, 099.117-030

**Career Ladders:** Promote from Assistant and Day Care Manager. Promotion to Director of Operations, Agency Director, Executive Director, and Area Director

**Nontraditional Occupation:** No.  
Employers responding report that 78% of workers were female.

**Turnover:** Moderately low, 8% for employees in the occupation in the past 12 months.

**Unionization:** No. Employers who responded indicate no unionization for this occupation.

## SUPPLY AND DEMAND

**Recruitment Methods:** The most frequently used methods to recruit new employees include: in-house promotion or transfer, newspaper advertisements, private employment agencies, public school or program referrals, EDD, Career Center Network and current employee referrals.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Great Difficulty		
Some Difficulty		
Little Difficulty	X	X
No Difficulty		

The Job Market for: **Adult / Child Day Care Center Directors**  
Experienced applicants: Competitive  
Inexperienced applicants: Competitive

## OCCUPATIONAL SIZE AND GROWTH PROJECTIONS

**Size of 1992 Employment:** 2,840 - - Medium

**OES Growth Projections:** New jobs through 1999: 120  
Separations to 1999: 420  
Total Openings: 540

Openings for Adult / Child Day Care Center Directors are included in the projections for Education Administrators and make up a small portion of the occupation.

**Growth Trends:** The new job growth rate for Growth rate for Adult / Child Day Care Center Directors is 4.2%, which is growing slower than the average new job growth rate of 9.3% for all occupations in the county. All employers project employment in their firm for this occupation to remain stable for the next three years.

**Employer Responses:** 15 employers supplied the data used in developing the analysis of this occupational profile.

## BILLING, COST AND RATE CLERKS

OES 553440

Billing, Cost and Rate Clerks compile data, compute fees and charges, and prepare invoices for billing purposes. Their duties also include computing costs and calculating rates for goods, services, shipment of goods, posting data and keeping relevant records. Their work may involve the use of typing, adding, calculating and bookkeeping machines. Exclude workers whose primary duty is operation of special office machines, such as billing, posting and calculating machines; or workers who calculate charges for passenger transportation.

### EDUCATION / TRAINING AND EXPERIENCE

**Education and Training:** Most recent hires have a high school diploma or equivalent. Some employers require 2 - 6 months of training in billing procedures or data entry. Many companies provide additional in-house training. Employers indicate a preference for applicants with spreadsheet, word processing and database software application skills.

**Experience:** Most firms usually require work-related experience. They tend to hire applicants with 6 - 18 months experience in bookkeeping, billing or other office clerical positions. Many employers usually allow training to substitute for work experience.

### % of EMPLOYERS\* OFFERING FRINGE BENEFITS

	Full-Time
Medical Insurance:	93%
Dental Insurance:	60%
Vision Insurance:	0%
Life Insurance:	40%
Paid Vacation:	100%
Paid Sick Leave:	100%
Retirement Plan:	20%

\*The percentage is based on the number of employers responding to this question.

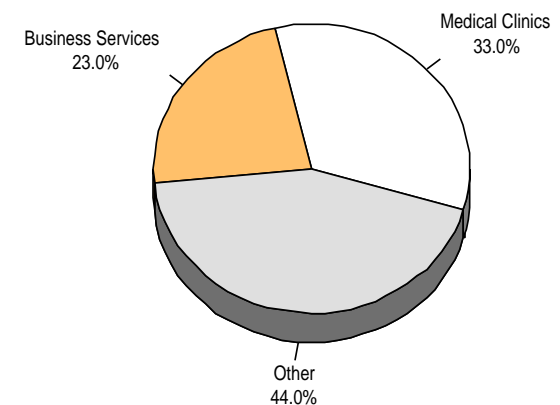
### HOURS AND WAGES

**Hours:** Most Billing, Cost and Rate Clerks work full-time for an average of 40 hours per week. Some work part-time, an average of 23 hours per week.

<b>Wages:</b>	<b>Range</b>	<b>Median</b>
New Hires, No Experience:	\$4.25 - 10.00	\$7.00
New Hires, With Experience:	\$6.00 - 13.00	\$8.50
After Three Years With The Firm:	\$8.00 - 18.00	\$12.00

### WHERE THE JOBS ARE

#### INDUSTRY - PERCENT EMPLOYING





## QUALIFICATIONS

### Employers rated the following qualifications very important:

Ability to use billing software  
Ability to perform accurate work  
Ability to follow billing procedures  
Oral communication skills  
Telephone answering skills  
Basic math skills  
Interpersonal skills  
Data entry skills  
Willingness to work with close supervision  
Ability to work independently  
Willingness to work overtime  
Ability to process large quantities of claims  
Knowledge of medical terminology  
Detail oriented  
Computer skills (refer to Education / Training and Experience)

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Back Office Clerk, Data Entry Technician, Client Billing Clerk

**Related DOT Code:** 214.362-014, 214.362-042, 214.387-010

**Career Ladders:** Promote to Billing Clerk II, III, Senior Clerk, Billing Supervisor, Office Manager, Account Manager, Purchasing Agent

**Nontraditional Occupation:** No.  
Employers responding report that 78% of workers were female.

**Turnover:** Moderately High, 23% for employees in the occupation in the past 12 months.

**Unionization:** No. Employers who responded indicate no unionization for this occupation.

## SUPPLY AND DEMAND

**Recruitment Methods:** The most frequently used methods to recruit new employees include: current employee referrals, newspaper advertisements, in-house promotion or transfer and company job line.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Great Difficulty		
Some Difficulty		
Little Difficulty		X
No Difficulty	X	

The Job Market for: **Billing, Cost and Rate Clerks**  
Experienced applicants: Very competitive  
Inexperienced applicants: Competitive

## OCCUPATIONAL SIZE AND GROWTH PROJECTIONS

**Size of 1992 Employment:** 2,850 - - Large  
**OES Growth Projections:** New jobs through 1999: 240  
Separations to 1999: 620  
Total Openings: 860

**Growth Trends:** The new job growth rate for Billing, Cost and Rate Clerks is 8.4%, which is growing slower than the average new job growth rate of 9.3% for all occupations in the county. All employers project employment in their firm for this occupation to remain stable during the next three years.

**Employer Responses:** 18 employers supplied the data used in developing the analysis of this occupational profile.

## CASHIERS

OES 490230

Cashiers receive and disburse cash payments, handle credit transactions, make change, issue receipts and balance the tender drawer in a variety of establishments. Their work usually involves the use of adding machines, cash registers, optical scanners and change makers.

### EDUCATION / TRAINING AND EXPERIENCE

**Education and Training:** Most recent hires have a high school diploma or equivalent. Some have less than a high school education. None report any hires with vocational training. Some report hiring those with union provided training.

**Experience:** Most firms never require work-related experience. A few tend to hire applicants with 3 - 6 months experience in cashiering, retail sales or customer service. Most employers always allow training to substitute for work experience and provide in-house training or accept those with union certification.

### % of EMPLOYERS\* OFFERING FRINGE BENEFITS

	Full-Time
Medical Insurance:	87%
Dental Insurance:	60%
Vision Insurance:	13%
Life Insurance:	7%
Paid Vacation:	93%
Paid Sick Leave:	53%
Retirement Plan:	0%

\*The percentage is based on the number of employers responding to this question.

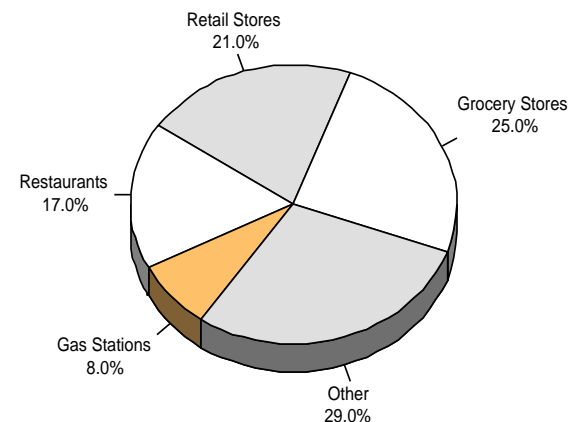
### HOURS AND WAGES

**Hours:** Most Cashiers work part-time for an average of 25 hours per week. Many work full-time, an average of 40 hours per week. Few work seasonally, an average of 40 hours per week.

<u>Wages:</u>	<u>Range</u>	<u>Non-Union Median</u>	<u>Union Median</u>
New Hires, No Experience:	\$4.25 - 11.00	\$5.00	\$10.75
New Hires, With Experience:	\$4.50 - 12.00	\$6.00	\$12.00
After Three Years With The Firm:	\$5.00 - 16.00	\$7.00	\$15.25

### WHERE THE JOBS ARE

#### INDUSTRY - PERCENT EMPLOYING



## QUALIFICATIONS

### Employers rated the following qualifications very important:

Cash handling skills  
Oral communication skills  
Public contact skills  
Ability to process credit card purchases  
Customer service skills  
Ability to read and follow instructions  
Ability to follow check cashing procedures  
Ability to stand continuously for 2 or more hours  
Ability to work independently  
Ability to work under pressure  
Willingness to work with close supervision

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Grocery Checker, Cash Register Attendant

**Related DOT Code:** 211.362-010, 211.462-010,  
211.462-014, 211.462-026

**Career Ladders:** Promote to Salesperson, Supervisor,  
Service Desk Representative, Merchandise Assistant,  
Manager Trainee, and store management

**Nontraditional Occupation:** No.  
Employers responding report that 68% of workers were female.

**Turnover:** Moderately high, 25% for employees in the  
occupation in the past 12 months.

**Unionization:** Yes. 16% of employers surveyed were  
unionized, 10% of employees belong to a union.

## SUPPLY AND DEMAND

**Recruitment Methods:** The most frequently used methods to  
recruit new employees include: help wanted signs, applications on  
file, unsolicited walk-ins, newspaper advertisements, in-house  
promotion or transfer, employee and union hall referrals.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Great Difficulty		
Some Difficulty		
Little Difficulty		
No Difficulty	X	X

The Job Market for: **Cashiers**

Experienced applicants: Very competitive

Inexperienced applicants: Very competitive

## OCCUPATIONAL SIZE AND GROWTH PROJECTIONS

**Size of 1992 Employment:** 19,760 - - Large

**OES Growth Projections:** New jobs through 1999: 3,100

Separations to 1999: 6,730

Total Openings: 9,830

**Growth Trends:** The new job growth rate for Cashiers is 15.7%,  
which is growing much faster than the average new job growth rate  
of 9.3% for all occupations in the county. Most employers project  
employment in their firm for this occupation to remain stable for  
the next three years.

**Employer Responses:** 19 employers supplied the data used in  
developing the analysis of this occupational profile.

## CIVIL ENGINEERS

OES 221210

Civil Engineers perform a variety of engineering work in planning, designing and overseeing construction and maintenance of structures and facilities, such as roads, airports, bridges, harbors, channels, dams, irrigation projects, pipelines, power plants, water and sewage systems and waste disposal units. These include Traffic Engineers who specialize in studying vehicular and pedestrian traffic conditions.

### EDUCATION / TRAINING AND EXPERIENCE

**Education and Training:** All recent hires have a bachelor's degree; a few had additional graduate study. Most companies require California certification. Some require autocad training and familiarity with new state legislation. Employers indicate a preference for applicants with autocad, database and spreadsheet software application skills.

**Experience:** Most employers always require work-related experience. They tend to hire applicants with 2 - 4 years experience as an associate or assistant engineer or project design or traffic engineer. Most employers never allow training to substitute for work experience.

### % of EMPLOYERS\* OFFERING FRINGE BENEFITS

	Full-Time
Medical Insurance:	100%
Dental Insurance:	75%
Vision Insurance:	69%
Life Insurance:	88%
Paid Vacation:	94%
Paid Sick Leave:	94%
Retirement Plan:	81%

\*The percentage is based on the number of employers responding to this question.

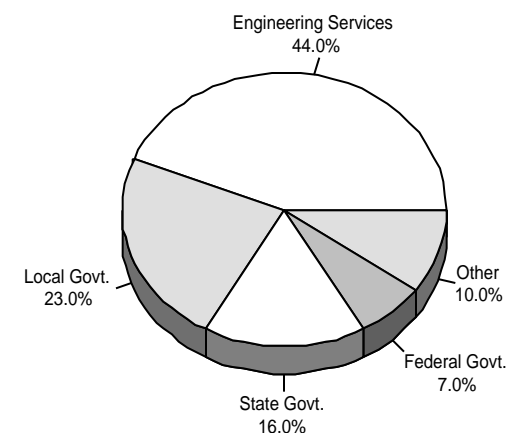
### HOURS AND WAGES

**Hours:** All Civil Engineers work full-time for an average of 43 hours per week.

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience:	\$14.50 - 21.75	\$16.50
New Hires, With Experience:	\$17.00 - 24.00	\$20.00
After Three Years With The Firm:	\$20.00 - 28.75	\$26.25

### WHERE THE JOBS ARE

#### INDUSTRY - PERCENT EMPLOYING



## QUALIFICATIONS

### Employers rated the following qualifications very important:

Ability to read and follow instructions  
Problem solving skills  
Oral communication skills  
Registered by the State Board of Professional Engineers  
Ability to write specifications and cost estimates  
Ability to do precision work  
Ability to work under pressure and meet deadlines  
Ability to solve detailed engineering problems  
Ability to write technical material  
Ability to develop written recommendations  
Ability to do cost accounting and analysis  
Knowledge of construction costs  
Leadership and management skills  
Ability to prepare budgets  
Computer skills (refer to Education / Training and Experience)

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Engineer I, II, III, Design Engineer, Associate Civil Engineer, Project Engineer

**Related DOT Code:** 005.061-014, 005.061-022, 005.061-034, 005.061-038, 005.167-014, 005.261-014

**Career Ladders:** Promote from Draftsman, Engineer in Training, Junior Engineer, Assistant Engineer, and Associate Engineer. Promote to Project Leader, Senior Civil Engineer, Project Manager / Engineer, Principal Engineer, Administrative Engineer and Director of Public Works

**Nontraditional Occupation:** Yes.  
Employers responding report that 4% of workers were female.

**Turnover:** Moderately low, 8% for employees in the occupation in the past 12 months.

**Unionization:** No. Employers who responded indicate no unionization for this occupation.

## SUPPLY AND DEMAND

**Recruitment Methods:** The most frequently used methods to recruit new employees include: newspaper advertisements, public school or program referrals, in-house transfer, current employee referrals, and recruitment on college campuses.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Great Difficulty		
Some Difficulty	X	X
Little Difficulty		
No Difficulty		

The Job Market for: **Civil Engineers**

Experienced applicants: Somewhat competitive

Inexperienced applicants: Somewhat competitive

## OCCUPATIONAL SIZE AND GROWTH PROJECTIONS

**Size of 1992 Employment:** 2,100 - - Medium

**OES Growth Projections:** New jobs through 1999: 320

Separations to 1999: 380

Total Openings: 700

**Growth Trends:** The new job growth rate for Civil Engineers is 15.2%, which is growing much faster than the average new job growth rate of 9.3% for all occupations in the county. Most employers project employment in their firm for this occupation to remain stable for the next three years. Some project the occupation to grow.

**Employer Responses:** 17 employers supplied the data used in developing the analysis of this occupational profile.

## COMPLIANCE OFFICERS AND ENFORCEMENT INSPECTORS

OES 219110

Compliance Officers and Enforcement Inspectors enforce adherence to policies, procedures, or regulations and advise on standards. They may be employed in the public or private sector, and inspect and enforce regulations on such matters as health, safety, food, immigration, licensing or interstate commerce. This does not include construction or building inspectors.

### EDUCATION / TRAINING AND EXPERIENCE

**Education and Training:** Most recent hires have a bachelor's degree. Some have completed college coursework (but not necessarily a degree). Employers indicate a preference for employees familiar with word processing, spreadsheet and database software applications.

**Experience:** Most firms always require work-related experience as Auditors, Code or Compliance Officers and Inspectors. Most employers do not allow training to substitute for work experience. A few require training in bio-science, criminal justice and environmental procedures.

### % of EMPLOYERS\* OFFERING FRINGE BENEFITS

	Full-Time
Medical Insurance:	100%
Dental Insurance:	100%
Vision Insurance:	73%
Life Insurance:	80%
Paid Vacation:	100%
Paid Sick Leave:	93%
Retirement Plan:	93%

\*The percentage is based on the number of employers responding to this question.

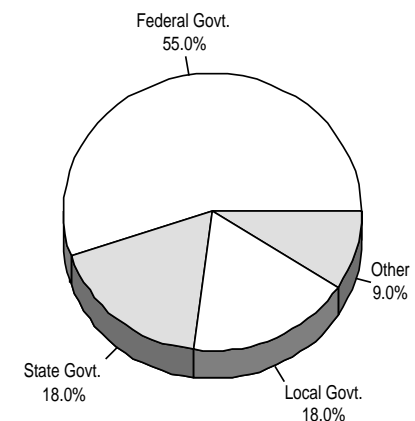
### HOURS AND WAGES

**Hours:** All Compliance Officers and Enforcement Inspectors work full-time for an average of 40 hours per week.

<b>Wages:</b>	<b>Range</b>	<b>Non-Union Median</b>	<b>Union Median</b>
New Hires, No Experience:	\$7.50 - 19.00	\$13.50	\$15.75
New Hires, With Experience:	\$11.00 - 20.00	\$16.25	\$17.50
After Three Years With The Firm:	\$13.50 - 21.75	\$19.25	\$19.50

### WHERE THE JOBS ARE

#### INDUSTRY - PERCENT EMPLOYING



## QUALIFICATIONS

### **Employers rated the following qualifications very important:**

Report writing skills  
Ability to conduct compliance monitoring inspections  
Ability to interview others for information  
Ability to understand and interpret laws and regulations  
Public contact skills  
Customer service skills  
Oral communication skills  
Ability to review and assess compliance with regulations  
Ability to enforce regulations, policies and procedures  
Ability to compile evidence and document findings  
Ability to work independently  
Ability to follow-up on corrective action recommendations  
Ability to advise on preventative and corrective measures  
Ability to develop and write a procedures manual  
Background in law and code enforcement  
Computer skills (refer to Education / Training and Experience)

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Safety Engineer, Industrial Hygienist, Industrial Waste Inspector, Field Representative, Motor Carrier Specialist, Consumer Safety Officer, Immigration Inspector, Compliance Monitor

**Related DOT Code:** 168.267-030, 168.267-034, 168.267-042, 168.267-086, 168.167-022, 168.161-042, 168.167.066

**Career Ladders:** Promote from internal company positions. Promotion to Senior Inspector, Compliance Supervisor, Office Manager, Senior Specialist, Area or Regional Administrator

**Nontraditional Occupation:** No.  
Employers responding report that 31% of workers were female.

**Turnover:** Moderate, 12% for employees in the occupation in the past 12 months.

**Unionization:** Yes. 13% of employers surveyed were unionized, 18% of employees belong to a union.

## SUPPLY AND DEMAND

**Recruitment Methods:** The most frequently used methods to recruit new employees include: in-house promotion or transfer and newspaper advertisements.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Great Difficulty		
Some Difficulty	X	
Little Difficulty		X
No Difficulty		

The Job Market for: **Compliance Officers & Enforcement Inspectors**  
Experienced applicants: Somewhat competitive  
Inexperienced applicants: Competitive

## OCCUPATIONAL SIZE AND GROWTH PROJECTIONS

**Size of 1992 Employment:** 2,280 - -Medium

**OES Growth Projections:** New jobs through 1999: 290  
Separations to 1999: 260  
Total Openings: 550

**Growth Trends:** The new job growth rate for Compliance Officers and Enforcement Inspectors is 12.6%, which is growing faster than the average new job growth rate of 9.3% for all occupations in the county. Nearly all employers project employment in their firm for this occupation to remain stable for the next three years. A few project growth due to an increase in border control activities.

**Employer Responses:** 15 employers supplied the data used in developing the analysis of this occupational profile.

## COMPUTER ENGINEERS

OES 221270

Computer Engineers analyze data processing requirements to plan information systems to provide system capabilities required for projected work loads. They plan layout and installation of new systems or modification of existing systems. They may set up and control analog or hybrid computer systems to solve scientific and engineering problems.

### EDUCATION / TRAINING AND EXPERIENCE

**Education and Training:** All recent hires have a bachelor's degree. Employers identified new skills to include computer design, multi-media development, computerized graphic art and SQL computer language. They have a preference for applicants who have word processing, database and spreadsheet software application skills.

**Experience:** Most firms always require work-related experience. They tend to hire applicants having 2 - 5 years experience as network or system analysts, system engineers or designers or computer programmers or scientists. Most firms never allow training to substitute for work experience.

### % of EMPLOYERS\* OFFERING FRINGE BENEFITS

	Full-Time
Medical Insurance:	100%
Dental Insurance:	100%
Vision Insurance:	81%
Life Insurance:	94%
Paid Vacation:	100%
Paid Sick Leave:	100%
Retirement Plan:	94%
Other employer-specified: 401-K Plan Paid Education	

\*The percentage is based on the number of employers responding to this question.

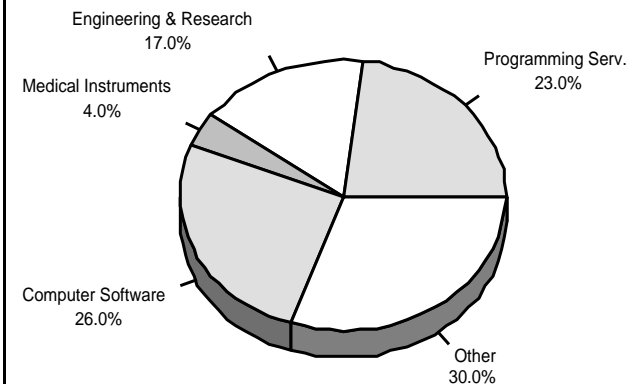
### HOURS AND WAGES

**Hours:** Most Computer Engineers work full-time for an average of 41 hours per week.

<b>Wages:</b>	<b>Range</b>	<b>Median</b>
New Hires, No Experience:	\$11.50 - 19.25	\$14.50
New Hires, With Experience:	\$14.00 - 24.00	\$18.25
After Three Years With The Firm:	\$16.25 - 28.75	\$23.00

### WHERE THE JOBS ARE

#### INDUSTRY - PERCENT EMPLOYING





## QUALIFICATIONS

### Employers rated the following qualifications very important:

Ability to think logically  
Ability to work independently  
Ability to analyze data processing requirements  
Knowledge of Visual Basic, C, C++, or Real Time Software  
Ability to concentrate for long periods of time  
Ability to evaluate system limitations and capabilities  
Ability to work as a team  
Knowledge of computer networking systems  
Knowledge of hardware configurations and PC work stations  
Ability to use innovative ideas to solve complex problems  
Oral communication skills  
Ability to read and write technical material  
Knowledge of minicomputer hardware operating systems  
Knowledge of advanced mathematics  
Knowledge of Windows, OS/2 and MacIntosh operating systems  
(additional computer skills refer to Education / Training and Experience)

## SUPPLY AND DEMAND

**Recruitment Methods:** The most frequently used methods to recruit new employees include: in-house promotion or transfer, newspaper advertisements, current employee referrals, Career Center Network and college recruitment.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Great Difficulty		
Some Difficulty	X	
Little Difficulty		X
No Difficulty		

The Job Market for: **Computer Engineers**

Experienced applicants: Somewhat competitive

Inexperienced applicants: Competitive

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** System Engineer, Software Engineer, System Design Engineer, Program / System Analyst, Procedures Analyst

**Related DOT Code:** 030.167-010, 033.167-010

**Career Ladders:** Promote from Computer Programmer, Programmer Analyst. Promote to Supervisor, Division Manager, Senior Design Engineer, Senior Procedures Analyst and, Senior Technical Consultant

**Nontraditional Occupation:** No.  
Employers responding report that 31% of workers were female.

**Turnover:** Moderately Low, 6% for employees in the occupation in the past 12 months.

**Unionization:** No. Employers who responded indicate no unionization for this occupation.

## OCCUPATIONAL SIZE AND GROWTH PROJECTIONS

**Size of 1992 Employment:** 1,820 - - Medium

**OES Growth Projections:** New jobs through 1999: 870

Separations to 1999: 70

Total Openings: 940

**Growth Trends:** The new job growth rate for Computer Engineers is 47.5%, which is growing much faster than the average new job growth rate of 9.3% for all occupations in the county. Many employers project this occupation to grow in their firm during the next three years due to growing product lines and increased company business. Some project this occupation to grow due to an increase in contracts and growth in business.

**Employer Responses:** 16 employers supplied the data used in developing the analysis of this occupational profile.

## CORRECTION OFFICERS AND JAILERS

OES 630170

Correction Officers and Jailers guard inmates in penal or rehabilitative institutions in accordance with established regulations and procedures. They may guard prisoners in transit between jail, courtroom, prison or other points, traveling by automobile or public transportation and may be designated deputy guard. This includes Deputy Sheriffs who spend the majority of their time guarding prisoners in county correctional institutions.

### EDUCATION / TRAINING AND EXPERIENCE

**Education and Training:** Most new hires have a high school diploma or equivalent. Most employers require 6 - 12 months training in the California Corrections Officers Course or criminal justice education.

**Experience:** Many employers sometimes require work-related job experience. They tend to hire applicants with 6 - 24 months experience as a Probation Officer, Correctional Officer or Public Safety Officer. Most employers always allow training to substitute for work experience.

### % of EMPLOYERS\* OFFERING FRINGE BENEFITS

	Full-Time
Medical Insurance:	100%
Dental Insurance:	100%
Vision Insurance:	100%
Life Insurance:	83%
Paid Vacation:	100%
Paid Sick Leave:	100%
Retirement Plan:	100%

\*The percentage is based on the number of employers responding to this question.

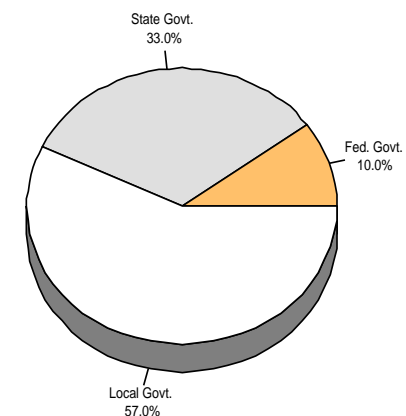
### HOURS AND WAGES

**Hours:** Nearly all Correction Officers and Jailers work full-time for an average of 40 hours per week.

<u>Wages:</u>	<u>Range</u>	<u>Non-Union Median</u>	<u>Union Median</u>
New Hires, No Experience:	\$7.50 - 12.00	\$10.00	\$10.50
New Hires, With Experience:	\$8.50 - 14.50	\$11.50	\$11.75
After Three Years With The Firm:	\$9.50 - 17.75	\$13.50	\$14.50

### WHERE THE JOBS ARE

#### INDUSTRY - PERCENT EMPLOYING



## QUALIFICATIONS

### Employers rated the following qualifications very important:

Ability to enforce established regulations and procedures  
 Ability to observe and report prisoner activity  
 Ability to escort prisoners to hospitals or courtrooms  
 Willingness to work nights, weekends and holidays  
 Ability to plan and organize the work of others  
 Ability to handle crisis situations  
 Ability to work independently  
 Ability to work under pressure  
 Oral communication skills  
 Ability to read and follow instructions  
 Understanding of a variety of cultures  
 Ability to pass a physical performance test  
 Ability to pass a pre-employment medical examination  
 U.S citizen and at least 21 years of age  
 No felony convictions  
 Possession of a Class B drivers license

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Correctional Officer, Deputy Probation Officer

**Related DOT Code:** 372.367-014, 372.667-018

**Career Ladders:** Promote to Deputy I, II, Senior Deputy, Lieutenant, Captain, Counselor, Case Manager, Warden

**Nontraditional Occupation:** No.  
Employers responding report that 25% of workers were female.

**Turnover:** Moderate, 12% for employees in the occupation in the past 12 months.

**Unionization:** Yes. 40% of employers surveyed were unionized, 63% of employees belong to a union.

## SUPPLY AND DEMAND

**Recruitment Methods:** The most frequently used methods to recruit new employees include: newspaper advertisements, in-house promotion or transfer, current employee referrals, public school or program referrals, private school referrals, EDD, Civil Service exams and job fairs.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Great Difficulty		
Some Difficulty		
Little Difficulty		X
No Difficulty	X	

The Job Market for: **Correction Officers and Jailers**  
 Experienced applicants: Very competitive  
 Inexperienced applicants: Competitive

## OCCUPATIONAL SIZE AND GROWTH PROJECTIONS

**Size of 1992 Employment:** 1,700 - - Medium

**OES Growth Projections:** New jobs through 1999: 510  
 Separations to 1999: 140  
 Total Openings: 650

**Growth Trends:** The new job growth rate for Correction Officers and Jailers is 30.0%, which is growing much faster than the average new job growth rate of 9.3% for all occupations in the county. Most employers project employment in their firm for this occupation to remain stable for the next three years. However some project it to grow as new facilities opened and private companies are contracted as operators.

**Employer Responses:** 6 employers supplied the data used in developing the analysis of this occupational profile.

## COURT CLERKS

OES 537020

Court Clerks perform clerical duties in a court of law; prepare the docket of cases to be called; secure information for judges; contact witnesses, attorneys and litigants to obtain information for the court and instruct parties when to appear in court.

Employers report that Court Clerks may also examine legal documents submitted to court for adherence to law or court procedures, prepare case folders and post, file, or route documents.

### EDUCATION / TRAINING AND EXPERIENCE

**Education and Training:** Most new hires have a high school diploma or equivalent. Many have some college education (but not necessarily a degree). Most employers provide 2- 3 months of on-the-job training in court procedures. Employers indicate a preference for applicants with word processing and database software application skills.

**Experience:** Many employers require work-related experience. They tend to hire applicants with 1- 3 years experience as a secretary, junior clerk or court clerical positions. Many firms sometimes allow training to substitute for work experience.

### % of EMPLOYERS\* OFFERING FRINGE BENEFITS

	Full-Time
Medical Insurance:	100%
Dental Insurance:	100%
Vision Insurance:	100%
Life Insurance:	100%
Paid Vacation:	100%
Paid Sick Leave:	100%
Retirement Plan:	100%
Child Care:	14%

\*The percentage is based on the number of employers responding to this question.

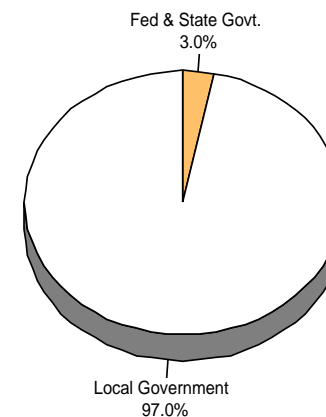
### HOURS AND WAGES

**Hours:** Nearly all Court Clerks work full-time for an average of 40 hours per week.

<b>Wages:</b>	<b>Range</b>	<b>Non-Union Median</b>	<b>Union Median</b>
New Hires, No Experience:	\$8.25 - 17.50	\$12.75	\$12.75
New Hires, With Experience:	\$9.50 - 19.75	\$15.75	\$13.50
After Three Years With The Firm:	\$11.00 - 25.75	\$19.25	\$15.50

### WHERE THE JOBS ARE

#### INDUSTRY - PERCENT EMPLOYING



## QUALIFICATIONS

### Employers rated the following qualifications very important:

Ability to read and follow instructions  
General clerical skills  
Attention to detail  
Ability to type 40 wpm  
Oral communication skills  
Ability to work independently  
Record keeping skills  
Ability to use a personal computer  
Ability to write legibly  
Ability to handle multiple tasks  
Good listener  
Ability to develop budgets  
Computer skills (refer to Education / Training and Experience)

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Legalman, Deputy Clerk, Calender Clerk, Superior Court Clerk

**Related DOT Code:** 243.362-010

**Career Ladders:** Promote from File Clerk, Office Clerk, Secretary. Promote to Department Supervisor or Manager, Chief Clerk, Court Clerk II, III, IV

**Nontraditional Occupation:** No.  
Employers responding report that 79% of workers were female.

**Turnover:** Moderately low, 7% for employees in the occupation in the past 12 months.

**Unionization:** Yes. 14% of employers surveyed were unionized, 18% of employees belong to a union.

## SUPPLY AND DEMAND

**Recruitment Methods:** The most frequently used methods to recruit new employees include: County Civil Service Tests, court recruitment, in-house promotion or transfer and newspaper advertisements.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Great Difficulty		
Some Difficulty		
Little Difficulty		
No Difficulty	X	X

The Job Market for: **Court Clerks**  
Experienced applicants: Very competitive  
Inexperienced applicants: Very competitive

## OCCUPATIONAL SIZE AND GROWTH PROJECTIONS

**Size of 1992 Employment:** 960 - - Small  
**OES Growth Projections:** New jobs through 1999: 100  
Separations to 1999: 40  
Total Openings: 140

**Growth Trends:** The new job growth rate for Court Clerks is 10.4%, which is growing much faster than the average new job growth rate of 9.3% for all occupations in the county. Employers project employment in their firm for this occupation to remain stable for the next three years.

**Employer Responses:** 7 employers supplied the data used in developing the analysis of this occupational profile.

## CUSTOMER SERVICE REPRESENTATIVES - UTILITIES

**OES 553350**

Utilities Customer Service Representatives interview applicants for water, gas, electric, telephone or cable service. They talk with customers by phone or in person and receive orders for installation, turn-on, discontinuance or change in services.

### EDUCATION / TRAINING AND EXPERIENCE

**Education and Training:** Most new hires have a high school diploma or equivalent. Some have college course work (but not necessarily a degree). Many firms provide 1 - 2 months of in-house training. Employers indicate a preference for applicants with database, word processing and spreadsheet software application skills.

**Experience:** Most employers sometimes require work-related experience. They tend to hire applicants with six months to two years experience as a Data Entry Clerk, Customers Service Representative or from secretarial / clerical positions.

### % of EMPLOYERS\* OFFERING FRINGE BENEFITS

	<u>Full-Time</u>
Medical Insurance:	93%
Dental Insurance:	87%
Vision Insurance:	73%
Life Insurance:	60%
Paid Vacation:	93%
Paid Sick Leave:	93%
Retirement Plan:	54%

\*The percentage is based on the number of employers responding to this question.

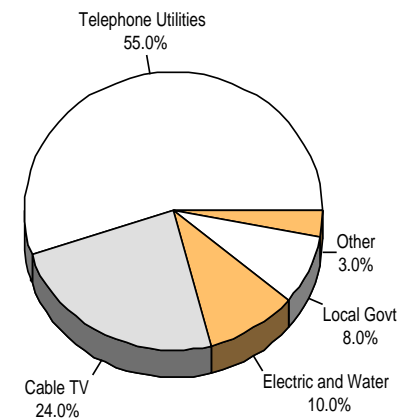
### HOURS AND WAGES

**Hours:** Most Utilities Customer Service Representatives work full-time for an average of 40 hours per week. A few work part-time, an average of 30 hours per week.

<u>Wages:</u>	<u>Range</u>	<u>Non-Union Median</u>	<u>Union Median</u>
New Hires, No Experience:	\$5.00 - 13.25	\$9.25	\$10.50
New Hires, With Experience:	\$8.75 - 15.50	\$10.75	\$11.25
After Three Years With The Firm:	\$9.25 - 19.25	\$13.00	\$13.00

### WHERE THE JOBS ARE

#### INDUSTRY - PERCENT EMPLOYING



## QUALIFICATIONS

### Employers rated the following qualifications very important:

Ability to process orders for products and services  
Good listener  
Customer service skills  
Ability to work under pressure  
Telephone answering skills  
Ability to read and follow instructions  
Ability to accurately record and report information  
Ability to speak clearly  
Public contact skills  
Data entry skills  
Ability to perform routine, repetitive work  
Ability to work independently  
Interpersonal skills  
Complete in-house customer service certification program  
Computer skills (refer to Education / Training and Experience)

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Utility Representative, Customer Account Clerk, Service Representative

**Related DOT Code:** 205.362-014, 205.567-010, 209.362-026

**Career Ladders:** Promote to Customer Service Representative II, III, IV, and Supervisor

**Nontraditional Occupation:** No.  
Employers responding report that 79% of workers were female.

**Turnover:** Moderate, 11% for employees in the occupation in the past 12 months.

**Unionization:** Yes. Few employers surveyed were unionized, few employees belong to a union.

## SUPPLY AND DEMAND

**Recruitment Methods:** The most frequently used methods to recruit new employees include: in-house promotion or transfer, newspaper advertisements, current employee referrals, private employment agencies and unsolicited walk-ins.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Great Difficulty		
Some Difficulty		
Little Difficulty		
No Difficulty	X	X

The Job Market for: **Utilities Customer Service Representatives**  
Experienced applicants: Very competitive  
Inexperienced applicants: Very competitive

## OCCUPATIONAL SIZE AND GROWTH PROJECTIONS

**Size of 1992 Employment:** 850 - - Small

**OES Growth Projections:** New jobs through 1999: 100  
Separations to 1999: 130  
Total Openings: 230

**Growth Trends:** The new job growth rate for Utilities Customer Service Representatives is 11.8%, which is growing faster than the average new job growth rate of 9.3% for all occupations in the county. Most employers project employment in their firm for this occupation to remain stable during the next three years. A few project the occupation to grow due to an increasing customer base.

**Employer Responses:** 15 employers supplied the data used in developing the analysis of this occupational profile.

## DENTAL LABORATORY TECHNICIANS - PRECISION

OES 899210

Dental Laboratory Technicians perform precision tasks such as construction and repair of full or partial dentures or dental appliances or apparatus, following prescriptions or specifications of Dentists or Orthodontists. They may also provide analytical and diagnostic services. This includes Dental Ceramists, Crown and Bridge Technicians and Orthodontic Technicians; and excludes Assistants, Bite-Block Makers, Opaquers, and Denture and Coiler Packers.

### EDUCATION / TRAINING AND EXPERIENCE

**Education and Training:** Most new hires have an associate's degree. Some have a high school diploma or equivalent. Employers prefer training, including community college dental lab technician program, dental lab apprenticeship or a certified dental lab technician.

**Experience:** Many firms usually require work-related experience. They tend to hire applicants with 6 - 12 months of experience as a dental lab technician or dental ceramist. Many firms sometimes allow training to substitute for work experience.

### % of EMPLOYERS\* OFFERING FRINGE BENEFITS

	Full-Time
Medical Insurance:	100%
Dental Insurance:	50%
Vision Insurance:	10%
Life Insurance:	20%
Paid Vacation:	90%
Paid Sick Leave:	90%
Retirement Plan:	20%

\*The percentage is based on the number of employers responding to this question.

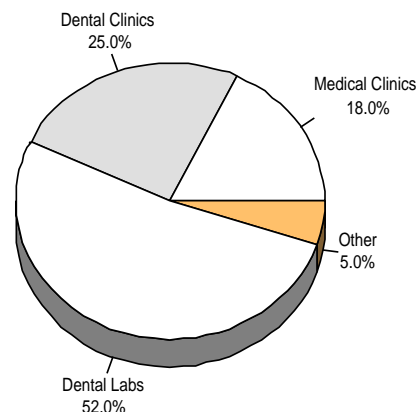
### HOURS AND WAGES

**Hours:** Nearly all Dental Laboratory Technicians work full-time for an average of 40 hours per week.

<b>Wages:</b>	<b>Range</b>	<b>Median</b>
New Hires, No Experience:	\$4.25 - 6.50	\$5.00
New Hires, With Experience:	\$5.50 - 10.50	\$8.25
After Three Years With The Firm:	\$10.00 - 18.00	\$15.00

### WHERE THE JOBS ARE

#### INDUSTRY - PERCENT EMPLOYING





## QUALIFICATIONS

### Employers rated the following qualifications very important:

Ability to follow laboratory procedures  
Ability to operate precision laboratory equipment  
Finger dexterity  
Ability to work independently  
Ability to read and follow prescription instructions  
Ability to operate hand and power tools  
Ability to sit for 2 or more hours  
Willingness to work with close supervision  
Oral communication skills  
Ability to use an articulator  
Good color perception  
Ability to operate precision measuring instruments  
Mechanical ability  
Patience

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Dental Ceramist, Orthodontic Technician, Crown and Bridge Technician

**Related DOT Code:** 712.381-018, 712.381-022, 712.381-026, 712.381-030, 712.381-046

**Career Ladders:** Promote to Supervisor, Department Manager and Lab Supervisor / Manager

**Nontraditional Occupation:** No.  
Employers responding report that 42% of workers were female.

**Turnover:** Moderate, 16% for employees in the occupation in the past 12 months.

**Unionization:** No. Employers who responded indicate no unionization for this occupation.

## SUPPLY AND DEMAND

**Recruitment Methods:** The most frequently used methods to recruit new employees include: public school or program referrals, newspaper advertisements and employee referrals.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Great Difficulty		
Some Difficulty	X	
Little Difficulty		X
No Difficulty		

The Job Market for: **Dental Laboratory Technicians**  
Experienced applicants: Somewhat competitive  
Inexperienced applicants: Competitive

## OCCUPATIONAL SIZE AND GROWTH PROJECTIONS

**Size of 1992 Employment:** 450 - - Small

**OES Growth Projections:** New jobs through 1999: 40  
Separations to 1999: 110  
Total Openings: 150

**Growth Trends:** The new job growth rate for Dental Laboratory Technicians is 8.9%, which is growing about the same as the average new job growth rate of 9.3% for all occupations in the county. Most employers project employment in their firm for this occupation to remain stable over the next three years.

**Employer Responses:** 15 employers supplied the data used in developing the analysis of this occupational profile.

## ELECTROMEDICAL AND BIOMEDICAL EQUIPMENT REPAIRERS

OES 859080

Electromedical and Biomedical Equipment Repairers troubleshoot, test, adjust and repair electromedical and biomedical equipment to locate shorts, faulty connections and defective parts using schematic diagrams, hand tools and test meters.

### EDUCATION / TRAINING AND EXPERIENCE

**Education and Training:** Most recent hires have an associate's degree usually in electronic technology.

**Experience:** Most firms always require work-related experience. They tend to hire applicants with 2- 4 years experience as an Electronics Technician, Biomedical or Medical Equipment Repairer. Many firms sometimes allow training to substitute for experience and prefer 1-2 years training or an associate degree in Electronics Technology.

### % of EMPLOYERS\* OFFERING FRINGE BENEFITS

	<u>Full-Time</u>
Medical Insurance:	100%
Dental Insurance:	85%
Vision Insurance:	77%
Life Insurance:	77%
Paid Vacation:	100%
Paid Sick Leave:	77%
Retirement Plan:	62%
Other employer-specified:	401-K Plan

\*The percentage is based on the number of employers responding to this question.

### HOURS AND WAGES

**Hours:** All Electromedical and Biomedical Equipment Repairers work full-time for an average of 40 hours per week.

<u>Wages:</u>	<u>Range</u>	<u>Non-Union Median</u>	<u>Union Median</u>
New Hires, No Experience:	\$6.25 - 19.25	\$10.50	\$14.50
New Hires, With Experience:	\$8.00 - 20.75	\$12.50	\$17.50
After Three Years With The Firm:	\$11.00 - 24.00	\$16.00	\$19.75

### WHERE THE JOBS ARE

#### INDUSTRY

Federal Government  
Medical Hospitals  
Medical Repair Companies  
Medical Research Laboratories  
Pharmaceutical Companies

## QUALIFICATIONS

### Employers rated the following qualifications very important:

Ability to identify defective or malfunctioning parts  
Troubleshooting skills  
Ability to use ammeters, voltmeters, and wattmeters  
Ability to use calibration equipment  
Ability to read schematic drawings  
Ability to work independently  
Ability to use hand and power tools  
Ability to read and comprehend manufacturers manual  
Ability to operate diagnostic equipment  
Manual dexterity  
Customer service skills  
Familiarity with electromagnetic systems  
Critical thinking skills

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Medical Repair Technician, Electromedical Technician, Ophthalmic Technician, Electronic Technician, Biomedical Equipment Repair Technician

**Related DOT Code:** 729.281-030

**Career Ladders:** Promote from Medical Equipment Assembler. Promote to Lead Technician, Supervisor, Department Manager

**Nontraditional Occupation:** Yes.  
Employers responding report that 8% of workers were female.

**Turnover:** Moderate, 14% for employees in the occupation in the past 12 months.

**Unionization:** Yes. 23% of employers surveyed were unionized, 31% of employees belong to a union.

## SUPPLY AND DEMAND

**Recruitment Methods:** The most frequently used methods to recruit new employees include: in-house promotion or transfer, newspaper advertisements, public school or program referrals and temporary personnel agencies.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Great Difficulty		
Some Difficulty		
Little Difficulty	X	X
No Difficulty		

The Job Market for: **Medical Equipment Repairers**  
Experienced applicants: Competitive  
Inexperienced applicants: Competitive

## OCCUPATIONAL SIZE AND GROWTH PROJECTIONS

**Size of 1992 Employment:** 70 - - Small  
**OES Growth Projections:** New jobs through 1999: 10  
Separations to 1999: 10  
Total Openings: 20

**Growth Trends:** The new job growth rate for Electromedical and Biomedical Equipment Repairers is 14%, which is growing much faster than the average new job growth rate of 9.3% for all occupations in the county. Most employers project employment in their firm for this occupation to remain stable for the next three years. A few project the occupation to grow due to company expansion and an increase in business.

**Employer Responses:** 13 employers supplied the data used in developing the analysis of this occupational profile.

## EMERGENCY MEDICAL TECHNICIANS (EMT)

OES 325081

Emergency Medical Technicians are ambulance attendants or drivers who are trained and certified to provide emergency basic life support at the scene of an emergency and during ambulance transport to hospitals. This does not include Firefighters who are trained as Emergency Medical Technicians.

### EDUCATION / TRAINING AND EXPERIENCE

**Education and Training:** Most recent hires have some college (but not necessarily a degree); some have an associate's degree. All employers require applicants to have EMT training and State and County certification including a CPR card.

**Experience:** Some firms require work-related experience. They tend to hire applicants with 2 - 6 months prior experience as an EMT. Most employers always allow training to substitute for work experience.

### % of EMPLOYERS\* OFFERING FRINGE BENEFITS

	<u>Full-Time</u>
Medical Insurance:	100%
Dental Insurance:	100%
Vision Insurance:	75%
Life Insurance:	75%
Paid Vacation:	100%
Paid Sick Leave:	75%
Retirement Plan:	25%

\*The percentage is based on the number of employers responding to this question.

### HOURS AND WAGES

**Hours:** Most Emergency Medical Technicians work full-time for an average of 40 hours per week. Some work part-time or on-call averaging 22 - 25 hours per week.

<u>Wages:</u>	<u>Range</u>	<u>Non-Union Median</u>	<u>Union Median</u>
New Hires, No Experience:	\$5.50 - 7.00	\$5.50	\$6.75
New Hires, With Experience:	\$7.00 - 9.00	\$7.00	\$8.50
After Three Years With The Firm:	\$9.75 - 12.00	\$10.00	\$12.00

### WHERE THE JOBS ARE

#### INDUSTRY

Ambulance Transport Companies  
Hospitals - Emergency Rooms

## QUALIFICATIONS

### Employers rated the following qualifications very important:

Ability to accurately record and report information  
Ambulance or emergency vehicle driving skills  
Possession of a California class C drivers license  
Possession of EMT ambulance operator's permit  
Ability to lift and move patients  
Ability to assess emergency situations and set priorities  
Ability to work as a team  
Ability to read and follow instructions  
Oral communication skills  
Certification as an Emergency Medical Technician

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Emergency Medical Technician I

**Related DOT Code:** 079.364-010

**Career Ladders:** Promote to Supervisor, Paramedic  
(with training and certification)

**Nontraditional Occupation:** No.  
Employers responding report that 30% of workers were female.

**Turnover:** Moderately Low, 7% for employees in the  
occupation in the past 12 months.

**Unionization:** Yes. 75% of employers surveyed were  
unionized, 86% of employees belong to a union.

## SUPPLY AND DEMAND

**Recruitment Methods:** The most frequently used method to recruit  
new employees was unsolicited walk-ins.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Great Difficulty		
Some Difficulty		
Little Difficulty		
No Difficulty	X	X

The Job Market for: **Emergency Medical Technicians**

Experienced applicants: Very competitive

Inexperienced applicants: Very competitive

## OCCUPATIONAL SIZE AND GROWTH PROJECTIONS

**Size of 1992 Employment:** 740 - - Small

**OES Growth Projections:** New jobs through 1999: 120

Separations to 1999: 70

\*Total Openings: 190

\*Growth projections include both Emergency Medical Technicians and Paramedics.

**Growth Trends:** The new job growth rate for Emergency Medical  
Technicians is 16.2%, which is growing much faster than the  
average new job growth rate of 9.3% for all occupations in the  
county. Employers responding project employment in their firm  
for this occupation to remain stable for the next three years.

**Employer Responses:** 4 employers supplied the data used in  
developing the analysis of this occupational profile.

## EVENT / MEETING PLANNERS

**DOT 187.167-999**

Event and Meeting Planners coordinate activities of staff to make arrangements for group meetings and conventions and consult with representatives of organizations to plan details, such as number of persons, display space desired, food service schedule, and may direct workers in preparing banquet and convention rooms and erecting displays and exhibits. Event / Meeting Planners are included in Food Service Managers, OES 150261.

### EDUCATION / TRAINING AND EXPERIENCE

**Education and Training:** Most recent hires have some college coursework (but not necessarily a degree). Some have a bachelor's degree. Employers indicate a preference for applicants with word processing and spreadsheet software application skills.

**Experience:** Most firms always require work-related experience. They tend to hire applicants with 1-2 years experience in catering / food service and events planning. Most firms never allow training to substitute for experience.

### % of EMPLOYERS\* OFFERING FRINGE BENEFITS

	<u>Full-Time</u>
Medical Insurance:	91%
Dental Insurance:	91%
Vision Insurance:	45%
Life Insurance:	45%
Paid Vacation:	91%
Paid Sick Leave:	82%
Retirement Plan:	45%
Other employer-specified: 401-K Plan, Incentive Bonus	

\*The percentage is based on the number of employers responding to this question.

### HOURS AND WAGES

**Hours:** Nearly all Events and Meeting Planners work full-time for an average of 43 hours per week.

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience:	\$6.00 - 14.25	\$9.50
New Hires, With Experience:	\$8.00 - 16.75	\$12.00
After Three Years With The Firm:	\$10.00 - 24.00	\$13.75

### WHERE THE JOBS ARE

#### INDUSTRY

Caterers  
Hotels and Motels  
Party and Event Planning Firms  
Recreational Facilities

## QUALIFICATIONS

### Employers rated the following qualifications very important:

Ability to work under pressure  
Customer service skills  
Oral communication skills  
Ability to plan, organize and coordinate group activities  
Ability to work independently  
Ability to assess the needs of a group  
Ability to plan and organize the work of others  
Ability to manage an activity or department  
Ability to apply sales techniques  
Knowledge of vendors and suppliers  
Knowledge of local services and entertainment  
Ability to hire and assign personnel  
Knowledge of catering and food service activities  
Willingness to work long hours, weekends, and holidays  
Knowledge of use and setup of audio visual equipment  
Detail oriented person  
Computer skills (refer to Education / Training and Experience)

## SUPPLY AND DEMAND

**Recruitment Methods:** The most frequently used methods to recruit new employees include: in-house promotion or transfer, newspaper advertisements, trade newsletters, current employee referrals and unsolicited walk-ins.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Great Difficulty		
Some Difficulty		
Little Difficulty	X	X
No Difficulty		

The Job Market for: **Events and Meeting Planners**

Experienced applicants: Competitive

Inexperienced applicants: Competitive

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Party Coordinator, Event Coordinator, Events Manager, Charter Coordinator, Catering Consultant, Catering Sales Manager

**Related DOT Code:** 187.167-026, 187.167-106, 187.167-122

**Career Ladders:** Promote from interns in training, Food Preparation Worker and Assistant Events Planner.  
Promote to Director of Catering, Sales Manager, and Facilities Manager

**Nontraditional Occupation:** No.  
Employers responding report that 75% of workers were female.

**Turnover:** Moderate, 14% for employees in the occupation in the past 12 months.

**Unionization:** No. Employers who responded indicate no unionization for this occupation.

## OCCUPATIONAL SIZE AND GROWTH PROJECTIONS

**Size of 1992 Employment:** 2,190 - - Medium

**OES Growth Projections:** New jobs through 1999: 550

Separations to 1999: 250

Total Openings: 800

Openings for Event / Meeting Planners are included in the projections for Food and Beverage Managers.

**Growth Trends:** The new job growth rate for Event and Meeting Planners is 25.1%, which is growing faster than the average new job growth rate of 9.3% for all occupations in the county. Most employers project employment in their firm for this occupation to remain stable for the next three years. Some project the occupation to grow due to increased business.

**Employer Responses:** 15 employers supplied the data used in developing the analysis of this occupational profile.

## FORKLIFT OPERATORS

**DOT 921.683-050**

Forklift Operators operate forklifts to push, pull, lift, stack, tier or move products, equipment or materials in warehouse, storage yard, or factory.

Employers report they may inventory or weigh materials, attach labels and keep records as part of warehouse production procedures. This is included in Industrial Truck and Tractor Operators, OES 979470.

### EDUCATION / TRAINING AND EXPERIENCE

**Education and Training:** Most recent hires have a high school diploma or equivalent. A few employers prefer applicants with knowledge of operating a Laser Bar Code Scanner.

**Experience:** Many firms usually require work-related experience. They tend to hire applicants with 3 - 12 months as a Warehouse Worker, Shipping Clerk or Equipment Operator. Most firms always allow training to substitute for experience and provide company training and administer a safety test.

### % of EMPLOYERS\* OFFERING FRINGE BENEFITS

	<u>Full-Time</u>
Medical Insurance:	100%
Dental Insurance:	93%
Vision Insurance:	100%
Life Insurance:	93%
Paid Vacation:	100%
Paid Sick Leave:	93%
Retirement Plan:	100%
Other employer-specified: 401-K Plan, Profit Sharing	

\*The percentage is based on the number of employers responding to this question.

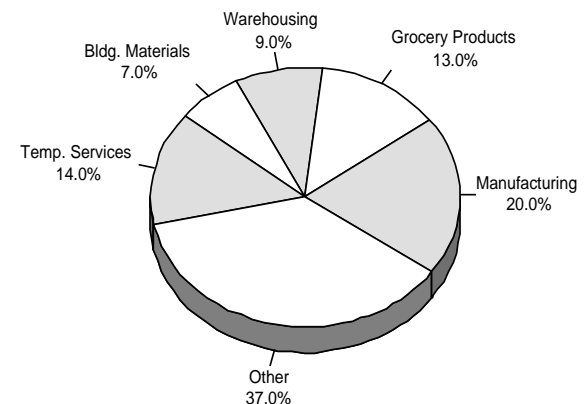
### HOURS AND WAGES

**Hours:** Nearly all Forklift Operators work full-time for an average of 40 hours per week.

<u>Wages:</u>	<u>Range</u>	<u>Non-Union Median</u>	<u>Union Median</u>
New Hires, No Experience:	\$5.50 - 14.00	\$7.00	\$10.00
New Hires, With Experience:	\$7.00 - 14.75	\$8.25	\$12.25
After Three Years With The Firm:	\$8.50 - 16.75	\$10.75	\$14.25

### WHERE THE JOBS ARE

#### INDUSTRY - PERCENT EMPLOYING





## QUALIFICATIONS

### Employers rated the following qualifications very important:

Ability to follow safe truck operating procedures  
Ability to keep accurate records of materials moved  
Good hand, eye, foot coordination  
Ability to operate hand or electric pallet jack  
Knowledge of loading pallets, skids and boxes  
Ability to do physically demanding work  
Possession of a CA drivers license  
Clean DVM record  
Basic math skills  
Pass forklift operators safety test  
Ability to read and follow instructions  
Ability to lift 50 lbs  
Oral communication skills  
(refer to Education / Training and Experience)

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Forktruck Operator, Loaders, Bailers, Warehouse Workers, Production Workers, Material Movers, Industrial Truck Operator

**Related DOT Code:** 929.683-014

**Career Ladders:** Promote from Production Line Worker, and Warehouse Worker. Promote to Route Driver, Shift Supervisor, Lead Warehouseman, Warehouse Supervisor, Distribution Manager, Overhead Crane Operator, Sales Representative

**Nontraditional Occupation:** Yes.  
Employers responding report that 6% of workers were female.

**Turnover:** Moderately low, 10% for employees in the occupation in the past 12 months.

**Unionization:** Yes. 86% of employers surveyed were unionized, 88% of employees belong to a union.

## SUPPLY AND DEMAND

**Recruitment Methods:** The most frequently used methods to recruit new employees include: in-house promotion or transfer, newspaper advertisements, EDD, company job lines and current employee referrals.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Great Difficulty		
Some Difficulty		
Little Difficulty		
No Difficulty	X	X

The Job Market for: **Forklift Operators**  
Experienced applicants: Very competitive  
Inexperienced applicants: Very competitive

## OCCUPATIONAL SIZE AND GROWTH PROJECTIONS

**Size of 1992 Employment:** 1,530 - - Medium

**OES Growth Projections:** New jobs through 1999: 180

Separations to 1999: 220

Total Openings: 400

Openings for Forklift Operators is included in the general classification of Industrial Truck and Tractor Operators.

**Growth Trends:** The new job growth rate for Forklift Operators is 11.8%, which is growing faster than the average new job growth rate of 9.3% for all occupations in the county. Most employers project employment in their firm for this occupation to remain stable for the next three years. A few project the occupation to grow due to an increased in business.

**Employer Responses:** 14 employers supplied the data used in developing the analysis of this occupational profile.

## HAZARDOUS WASTE MATERIALS HANDLERS

DOT 219.110-999

Hazardous Waste Materials Handlers collect and confine hazardous waste for containment, transportation and treatment. They follow environmental rules and regulations to survey contamination sites to determine magnitude of disposal problems by identifying pollutants and determining hazardous impact and making suggestions as to treatment and disposal alternatives. Hazardous Waste Materials Handlers is included in Compliance Officers and Enforcement Inspectors, OES 219110.

### EDUCATION / TRAINING AND EXPERIENCE

**Education and Training:** Most recent hires have a high school diploma; some have some college coursework (but not necessarily a degree). Firms are seeking applicants trained in basic computer usage, with database, spreadsheet and word processing software application skills and having knowledge of applicable state and local regulations.

**Experience:** Many firms usually require work-related experience. They tend to hire applicants with 1-2 years experience as a Chemical or Waste Handler, Safety Inspector or Hazardous Waste Handler. Most companies always allow training to substitute for experience and usually require training in hazardous materials handling and OSHA safety training and certification.

### % of EMPLOYERS\* OFFERING FRINGE BENEFITS

	<u>Full-Time</u>
Medical Insurance:	100%
Dental Insurance:	89%
Vision Insurance:	72%
Life Insurance:	72%
Paid Vacation:	100%
Paid Sick Leave:	89%
Retirement Plan:	78%

\*The percentage is based on the number of employers responding to this question.

### HOURS AND WAGES

**Hours:** Nearly all Hazardous Waste Materials Handlers work full-time for an average of 41 hours per week.

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience:	\$7.00 - 13.25	\$9.50
New Hires, With Experience:	\$9.50 - 17.75	\$11.50
After Three Years With The Firm:	\$12.00 - 25.00	\$13.50

### WHERE THE JOBS ARE

#### INDUSTRY

Environmental Consulting Firms  
Hospitals  
Local government  
Manufacturing Companies  
Recycling firms  
U.S. Military  
Waste Cleanup Firms

## QUALIFICATIONS

### Employers rated the following qualifications very important:

Knowledge of safety and emergency procedures  
Knowledge of government regulations and reporting requirements  
Ability to read and follow instructions  
Ability to follow cleanup, decontamination and disposal procedures  
Knowledge of public health and safety regulations  
Ability to work independently  
Ability to apply principles of hazardous waste and toxic disposal  
Knowledge of spill prevention procedures  
Knowledge of containment procedures  
Oral communication skills  
Record keeping skills  
Basic math skills  
Background in basic chemistry  
Must take hazardous waste handlers course (annually)  
Computer skills (refer to Education / Training and Experience)

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Environmental Technician, Bio-hazardous Technician, Safety Inspector / Specialist, Waste Technician,

**Related DOT Code:** 168.167-042, 168.267-054, 168.267.086,

**Career Ladders:** Promote from Handler Assistant, and Hazardous Waste Handler Trainee. Promote to Crew Supervisor, Field Chemist, and Geologist and company management

**Nontraditional Occupation:** Yes.  
Employers responding report that 6% of workers were female.

**Turnover:** Moderate, 11% for employees in the occupation in the past 12 months.

**Unionization:** Yes. Less than 1% of employees belong to a union.

## SUPPLY AND DEMAND

**Recruitment Methods:** The most frequently used methods to recruit new employees include: in-house promotion or transfer, newspaper advertisements, private employment agencies, public school or program referrals, college internships and current employee referrals.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Great Difficulty		
Some Difficulty		
Little Difficulty	X	X
No Difficulty		

The Job Market for: **Hazardous Waste Materials Handlers**  
Experienced applicants: Competitive  
Inexperienced applicants: Competitive

## OCCUPATIONAL SIZE AND GROWTH PROJECTIONS

**Size of 1992 Employment:** 2,280 - - Medium  
**OES Growth Projections:** New jobs through 1999: 290  
Separations to 1999: 260  
Total Openings: 550

Openings for Hazardous Waste Materials Handlers are included in the projections for Compliance Officers and Enforcement Inspectors.

**Growth Trends:** The new job growth rate for Hazardous Waste Materials Handlers is 12.7%, which is growing faster than the average new job growth rate of 9.3% for all occupations in the county. Most employers project employment in their firm for this occupation to remain stable for the next three years. Some project the occupation to grow due to company expansion and increased business.

**Employer Responses:** 18 employers supplied the data used in developing the analysis of this occupational profile.

## INSURANCE CLAIMS CLERKS

OES 533110

Insurance Claims Clerks obtain claims information from insured or designated persons to settle claims with their insurance carrier.

Employers report they may review insurance claim forms for completeness and secure or add missing data and forward documents to insurance companies. They may review insurance policy to determine coverage.

### EDUCATION / TRAINING AND EXPERIENCE

**Education and Training:** Most recent hires have a high school diploma or equivalent. Some have some college education (but not necessarily a degree). Most employers indicate a preference for applicants with data entry skills and with word processing and database application software skills. Many firms provide an additional 1-3 months of in-house training.

**Experience:** Many employers sometimes require work-related experience. They tend to hire applicants with 6 -18 months as a Customer Service Representative, Medical Biller or Claims Clerk.

### % of EMPLOYERS\* OFFERING FRINGE BENEFITS

	Full-Time
Medical Insurance:	100%
Dental Insurance:	93%
Vision Insurance:	29%
Life Insurance:	86%
Paid Vacation:	86%
Paid Sick Leave:	93%
Retirement Plan:	93%
Other employer-specified:	401-K Plan

\*The percentage is based on the number of employers responding to this question.

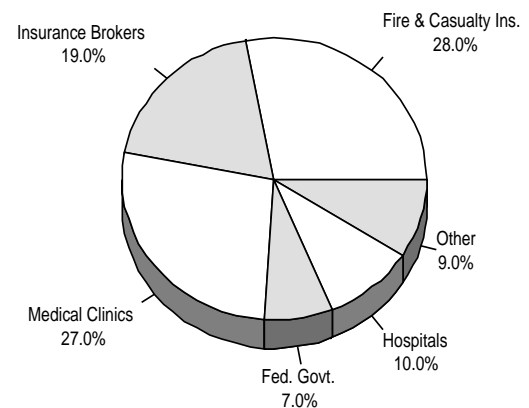
### HOURS AND WAGES

**Hours:** Nearly all Insurance Claims Clerks work full-time for an average of 41 hours per week.

<b>Wages:</b>	<b>Range</b>	<b>Median</b>
New Hires, No Experience:	\$5.25 - 15.00	\$9.25
New Hires, With Experience:	\$6.00 - 20.00	\$11.00
After Three Years With The Firm:	\$7.25 - 24.00	\$13.75

### WHERE THE JOBS ARE

#### INDUSTRY - PERCENT EMPLOYING



## QUALIFICATIONS

### Employers rated the following qualifications very important:

Ability to work under pressure  
Oral communication skills  
Telephone answering skills  
Ability to read and follow instructions  
Public contact skills  
Record keeping skills  
Ability to complete and explain insurance forms  
Ability to interpret policy coverage  
Ability to use good business English  
Ability to resolve customer disputes  
Ability to work independently  
Problem solving skills  
Computer skills (refer to Education / Training and Experience)

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Patient Account Representative, Customer Service Representative, Claims Processor, Insurance Biller, Claims Examiner

**Related DOT Code:** 205.362-010, 241.367-018

**Career Ladders:** Promote from File Clerk, Secretary. Promote to Claims Clerk II, III, IV, Senior Claims Processor, Claims Supervisor, Office Manager

**Nontraditional Occupation:** No.  
Employers responding report that 63% of workers were female.

**Turnover:** Moderate, 12% for employees in the occupation in the past 12 months.

**Unionization:** No. Employers who responded indicate no unionization for this occupation.

## SUPPLY AND DEMAND

**Recruitment Methods:** The most frequently used methods to recruit new employees include: in-house transfer, newspaper advertisements, current employee referrals, temporary personnel agencies, public school or program referrals and unsolicited walk-ins.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Great Difficulty		
Some Difficulty		
Little Difficulty	X	X
No Difficulty		

The Job Market for: **Insurance Claims Clerks**  
Experienced applicants: Competitive  
Inexperienced applicants: Competitive

## OCCUPATIONAL SIZE AND GROWTH PROJECTIONS

**Size of 1992 Employment:** 900 - - Small  
**OES Growth Projections:** New jobs through 1999: 150  
Separations to 1999: 40  
Total Openings: 190

**Growth Trends:** The new job growth rate for Insurance Claims Clerks is 16.7%, which is growing much faster than the average new job growth rate of 9.3% for all occupations in the county. All employers responding project employment in their firm for this occupation to remain stable for the next three years.

**Employer Responses:** 16 employers supplied the data used in developing the analysis of this occupational profile.

## OPTICIANS - DISPENSING AND MEASURING

OES 325140

Opticians design, measure, fit and adapt lenses and frames for clients according to written optical prescriptions or specifications. They assist clients with selecting frames according to style and color, measure customers for size of eyeglasses and coordinate frames with facial and eye measurements and optical prescription. They also prepare work orders for optical laboratories containing instructions for grinding and mounting lenses in frames, verify the exactness of finished lenses, adjust frame and lens to fit client. They may shape or reshape frames. Include Contact Lens Opticians.

### EDUCATION / TRAINING AND EXPERIENCE

**Education and Training:** Most recent hires have a high school diploma or equivalent with some college course work. Some have an associate's degree. Most firms hire applicants with 1 - 2 years of experience / training and certification by the American Board of Opticianry. Certification is not a requirement for working as a Dispensing Optician in California unless the Dispensing Optician is managing a retail goods store. An Optician who passes the American Board of Opticianry test and pays a fee may be registered to dispense corrective lenses.

**Experience:** Most employers always require work-related experience. They tend to hire applicants with 2 - 5 years experience as Opticians or as a Contact Lens Optician.

### % of EMPLOYERS\* OFFERING FRINGE BENEFITS

	Full-Time
Medical Insurance:	88%
Dental Insurance:	35%
Vision Insurance:	25%
Life Insurance:	13%
Paid Vacation:	75%
Paid Sick Leave:	75%
Retirement Plan:	13%

\*The percentage is based on the number of employers responding to this question.

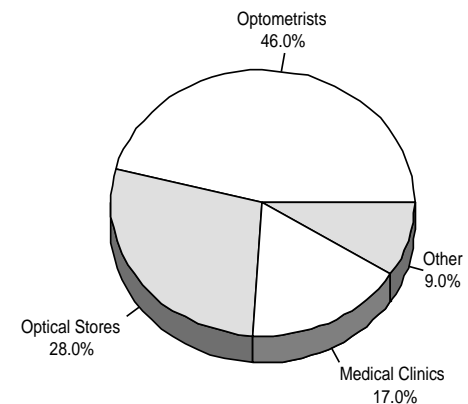
### HOURS AND WAGES

**Hours:** Most Opticians work full-time for an average of 41 hours per week. Many work part-time, an average of 21 hours per week.

<b>Wages:</b>	<b>Range</b>	<b>Median</b>
New Hires, No Experience:	\$4.25 - 7.75	\$5.50
New Hires, With Experience:	\$8.25 - 15.50	\$10.00
After Three Years With The Firm:	\$12.50 - 22.00	\$19.25

### WHERE THE JOBS ARE

#### INDUSTRY - PERCENT EMPLOYING



## QUALIFICATIONS

### Employers rated the following qualifications very important:

Ability to read and follow instructions  
Ability to work independently  
Customer service skills  
Oral communication skills  
Ability to operate optical instruments  
Ability to operate measuring instruments  
Public contact skills  
Ability to work under pressure and meet deadlines  
Ability to apply sales techniques  
Ability to read prescriptions for corrective lenses  
Highly motivated workers

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Sales Optician, Apprentice Optician

**Related DOT Code:** 299.361-010, 716.280-018, 716.280-010, 716.280-014, 299.361-014

**Career Ladders:** Promote to Store Manager, Office Manager, Region Supervisor

**Nontraditional Occupation:** No.  
Employers responding report that 50% of workers were female.

**Turnover:** Moderate, 12% for employees in the occupation in the past 12 months.

**Unionization:** No. Employers who responded indicate no unionization for this occupation.

## SUPPLY AND DEMAND

**Recruitment Methods:** The most frequently used methods to recruit new employees include: in-house transfer, newspaper advertisements, in-house promotion or transfer, public school or program referrals and current employee referrals.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Great Difficulty		
Some Difficulty		
Little Difficulty	X	X
No Difficulty		

The Job Market for: **Opticians**  
Experienced applicants: Competitive  
Inexperienced applicants: Competitive

## OCCUPATIONAL SIZE AND GROWTH PROJECTIONS

**Size of 1992 Employment:** 650 - - Small

**OES Growth Projections:** New jobs through 1999: 90

Separations to 1999: 60

Total Openings: 150

**Growth Trends:** The new job growth rate for Opticians is 13.8%, which is growing faster than the average new job growth rate of 9.3% for all occupations in the county. All employers responding project employment in their firm for this occupation to remain stable for the next three years.

**Employer Responses:** 15 employers supplied the data used in developing the analysis of this occupational profile. The average size of firms was 3-6 employees.

## PAINTERS

**DOT 840.381-010**

Painters paint walls, equipment, buildings, bridges, and other structural surfaces using brushes, rollers, and spray guns. They may mix colors or oils to obtain desired color or consistency. This is included in Painters, Paperhangers and Construction Maintenance, OES 874020.

### EDUCATION / TRAINING AND EXPERIENCE

**Education and Training:** Most new hires have a high school diploma or equivalent. Many firms provide 3 - 6 months of company training.

**Experience:** Many firms sometimes require work-related experience. They tend to hire applicants with 1-2 years experience as a painter, general maintenance repair worker or drywall installer. Most firms sometimes allow training to substitute for work experience.

### % of EMPLOYERS\* OFFERING FRINGE BENEFITS

	Full-Time
Medical Insurance:	100%
Dental Insurance:	25%
Vision Insurance:	0%
Life Insurance:	63%
Paid Vacation:	13%
Paid Sick Leave:	13%
Retirement Plan:	0%

\*The percentage is based on the number of employers responding to this question.

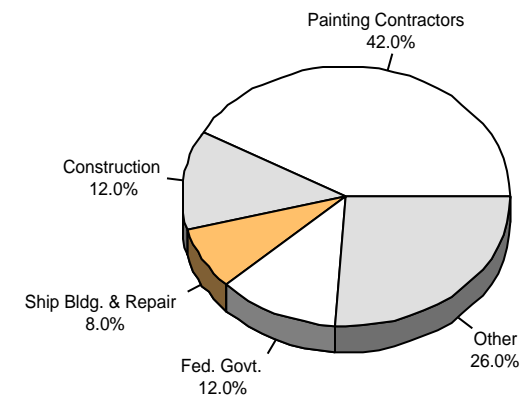
### HOURS AND WAGES

**Hours:** Nearly all Painters work full-time for an average of 41 hours per week. A few work seasonally, an average of 25 hours per week.

<b>Wages:</b>	<b>Range</b>	<b>Median</b>
New Hires, No Experience:	\$5.00 - 9.00	\$6.00
New Hires, With Experience:	\$8.00 - 16.00	\$10.00
After Three Years With The Firm:	\$10.00 - 24.00	\$16.00

### WHERE THE JOBS ARE

#### INDUSTRY - PERCENT EMPLOYING





## QUALIFICATIONS

### Employers rated the following qualifications very important:

Brush painting skills  
Roller painting skills  
Spray painting skills  
Ability to pay attention to detail  
Ability to stand continuously for 2 or more hours  
Ability to work independently  
Ability to read and follow instructions  
Surface preparation skills  
Ability to use and read a tape measure  
Oral communication skills  
Ability to work from ladders and scaffolds  
Ability to tolerate dust and paint fumes  
Hard working and dependable  
Valid California Drivers License

## OCCUPATIONAL CHARACTERISTICS

Alternate Job Titles: None reported

Related DOT Code: 740.684-022, 741.687-014, 840.381-010, 845.684-014

Career Ladders: Promote to Crew Supervisor, Foreman, Supervisor, Company Partner

Nontraditional Occupation: Yes.  
Employers responding report that 2% of workers were female.

Turnover: Moderately high, 23% for employees in the occupation in the past 12 months.

Unionization: No. Employers who responded indicate no unionization for this occupation.

## SUPPLY AND DEMAND

Recruitment Methods: The most frequently used methods to recruit new employees include: in-house promotion or transfer, newspaper advertisements, current employee referrals and unsolicited walk-ins.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Great Difficulty		
Some Difficulty		
Little Difficulty		X
No Difficulty	X	

The Job Market for: **Painters**  
Experienced applicants: Very Competitive  
Inexperienced applicants: Competitive

## OCCUPATIONAL SIZE AND GROWTH PROJECTIONS

**Size of 1992 Employment:** 2,640 - - Large  
**OES Growth Projections:** New jobs through 1999: 210  
Separations to 1999: 420  
Total Openings: 630

Growth Trends: The new job growth rate for Painters is 8.0%, which is growing slower than the average new job growth rate of 9.3% for all occupations in the county. Employers project employment in their firm for this occupation to remain stable over the next three years.

Employer Responses: 15 employers supplied the data used in developing the analysis of this occupational profile.

## PARAMEDICS / EMERGENCY MEDICAL TECHNICIANS (EMT)

**OES 325083**

Paramedics are trained and certified to provide emergency advanced life support at the scene of an emergency and during ambulance transport to hospitals. Paramedics use a broad range of sophisticated lifesaving equipment and techniques, including specified drugs. This does not include Firefighters trained as Paramedics.

### EDUCATION / TRAINING AND EXPERIENCE

**Education and Training:** Most applicants have some college education (but not necessarily a degree) in addition to 1- 2 years training or education and County and State certification.

**Experience:** All firms sometimes require work-related experience and always allow training to substitute for experience. They tend to hire applicants with three months or more paramedic experience or two years EMT experience and added paramedic training and certification.

### % of EMPLOYERS\* OFFERING FRINGE BENEFITS

	<u>Full-Time</u>
Medical Insurance:	100%
Dental Insurance:	100%
Vision Insurance:	100%
Life Insurance:	100%
Paid Vacation:	100%
Paid Sick Leave:	100%
Retirement Plan:	50%

\*The percentage is based on the number of employers responding to this question.

### HOURS AND WAGES

**Hours:** Most Paramedics work full-time for an average of 45 hours per week. A few work part-time, an average of 25 hours per week.

<u>Wages:</u>	<u>Range</u>	<u>Union Median</u>
New Hires, No Experience:	\$8.50 - 9.00	\$8.75
New Hires, With Experience:	\$10.00 - 11.00	\$10.50
After Three Years With The Firm:	\$14.25 - 14.50	\$14.50

### WHERE THE JOBS ARE

#### INDUSTRY

Ambulance Transport Companies

(Other than fire-fighting companies, two ambulance transport companies are the major employers of Paramedics in San Diego County.)

## QUALIFICATIONS

### Employers rated the following qualifications very important:

Ability to accurately record and report information  
Ambulance or emergency vehicle driving skills  
Ability to lift and move patients  
Ability to assess emergency situations and set priorities  
Ability to work as a team  
Ability to read and follow instructions  
Oral communication skills  
Certification as an EMT III or Paramedic

## OCCUPATIONAL CHARACTERISTICS

Alternate Job Titles: Emergency Medical Technician III, Medic

Related DOT Code: 079.364-026

Career Ladders: Promote from Emergency Medical Technician. Promote to Supervisor

Nontraditional Occupation: Yes.  
Employers responding report that 19% of workers were female.

Turnover: Moderately Low, 6% for employees in the occupation in the past 12 months.

Unionization: Yes. 100% of employers surveyed were unionized, 100% of employees belong to a union.

## SUPPLY AND DEMAND

Recruitment Methods: The most frequently used method to recruit new employees was unsolicited walk-ins.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Great Difficulty		
Some Difficulty		
Little Difficulty		
No Difficulty	X	X

The Job Market for: **Paramedics**  
Experienced applicants: Very competitive  
Inexperienced applicants: Very competitive

## OCCUPATIONAL SIZE AND GROWTH PROJECTIONS

Size of 1992 Employment: 740 - - Small

OES Growth Projections: New jobs through 1999: 120

Separations to 1999: 70

\*Total Openings: 190

\*Growth projections include both Emergency Medical Technicians and Paramedics.

Growth Trends: The new job growth rate for Emergency Medical Technicians /Paramedics is 16.2%, which is growing much faster than the average new job growth rate of 9.3% for all occupations in the county. Employers responding project employment in their firm for this occupation to remain stable for the next three years.

Employer Responses: 2 employers supplied the data used in developing the analysis of this occupational profile.

## PERSONNEL CLERKS - EXCEPT PAYROLL AND TIMEKEEPING

OES 553140

Personnel Clerks compile and maintain personnel records. They record data for each employee such as address, compensation, absences, performance reviews evaluations and the date and reason for termination. They may also process employment applications, compile and type reports from employment records, file employment records and search employee files and furnish information to authorized persons. It does not include workers whose primary responsibilities are to compute and post payroll or timekeeping records.

### EDUCATION / TRAINING AND EXPERIENCE

**Education and Training:** Most recent hires have a high school diploma plus some college coursework (but not necessarily a degree). Employers indicate a preference for applicants with word processing, database, spreadsheet and desktop publishing software application skills.

**Experience:** Many firms usually require work-related experience. They tend to hire applicants with 8 - 24 months experience as Human Resource / Personnel Clerk, Secretary, Receptionist and other office / clerical positions. Most firms provide 2 - 4 weeks of company training.

### % of EMPLOYERS\* OFFERING FRINGE BENEFITS

	Full-Time
Medical Insurance:	94%
Dental Insurance:	88%
Vision Insurance:	31%
Life Insurance:	69%
Paid Vacation:	88%
Paid Sick Leave:	81%
Retirement Plan:	69%

\*The percentage is based on the number of employers responding to this question.

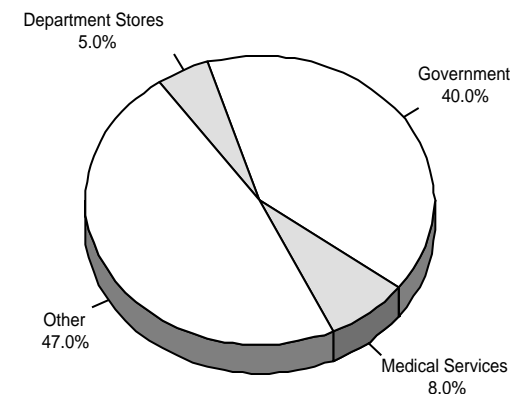
### HOURS AND WAGES

**Hours:** Many Personnel Clerks work temporary, an average of 34 hours per week. Some work full-time for an average of 40 hours per week.

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience:	\$6.50 - 12.50	\$10.00
New Hires, With Experience:	\$7.50 - 15.25	\$12.25
After Three Years With The Firm:	\$8.50 - 18.00	\$14.25

### WHERE THE JOBS ARE

#### INDUSTRY - PERCENT EMPLOYING



## QUALIFICATIONS

### Employers rated the following qualifications very important:

Ability to type 45 wpm  
Oral communication skills  
Alpha numeric filing skills  
Ability to work under pressure  
Ability to prioritize work  
Ability to take meeting notes and write legibly  
Record keeping skills  
Ability to maintain personnel records  
Proper use of grammar and spelling  
Ability to handle confidential matters  
Ability to pay attention to detail  
Ability to write effectively  
Ability to work independently  
Data entry skills  
Ability to handle multiple tasks  
Computer skills (refer to Education / Training and Experience)

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Employee Services Representative, Human Resource Assistant, Benefits Technician,

**Related DOT Code:** 205.362-014, 205567-010, 209.362-026

**Career Ladders:** Promote from Secretary, Receptionist and Human Resources Clerk. Promote to Personnel Analyst, Human Resources Representative and Department Supervisor

**Nontraditional Occupation:** No.  
Employers responding report that 87% of workers were female.

**Turnover:** Very low, 4% for employees in the occupation in the past 12 months.

**Unionization:** No. Employers who responded indicate no unionization for this occupation.

## SUPPLY AND DEMAND

**Recruitment Methods:** The most frequently used methods to recruit new employees include: in-house promotion or transfer, newspaper advertisements, public school or program referrals, current employee referrals, EDD and unsolicited walk-ins.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Great Difficulty		
Some Difficulty		
Little Difficulty		
No Difficulty	X	X

The Job Market for: **Personnel Clerks**  
Experienced applicants: Very competitive  
Inexperienced applicants: Very competitive

## OCCUPATIONAL SIZE AND GROWTH PROJECTIONS

**Size of 1992 Employment:** 1,320 - Small

**OES Growth Projections:** New jobs through 1999: 130  
Separations to 1999: 140  
Total Openings: 270

**Growth Trends:** The new job growth rate for Personnel Clerks is 9.8%, which is growing near the average than the new job growth rate of 9.3% for all occupations in the county. Most employers project employment in their firm for this occupation to remain stable for the next three years.

**Employer Responses:** 17 employers supplied the data used in developing the analysis of this occupational profile.

## PHARMACY TECHNICIANS

OES 325181

Pharmacy Technicians fill orders for unit doses and prepackaged pharmaceuticals and perform other related duties under the supervision and direction of a pharmacy supervisor or staff pharmacist. Their duties include: keeping records of drugs delivered to the pharmacy, storing incoming merchandise in proper locations and informing the supervisor of stock needs and shortages. They may clean equipment used in the performance of duties and assist in the care and maintenance of equipment and supplies.

### EDUCATION / TRAINING AND EXPERIENCE

**Education and Training:** Most new hires have a high school diploma and some college coursework, a few have an associate's degree. All employers require applicants be licensed by the State of California. Applicants can be licensed by passing the State exam or possessing an associate degree in a related field of study or successfully completing a training course specified by the Board of Pharmacy or having one year experience (minimum 1500 hours) performing tasks of a Pharmacy Technician. Employers indicate a preference for applicants with database, word processing and spreadsheet software application skills.

**Experience:** Some firms always require work-related experience. They tend to hire applicants with 8 - 12 months prior Pharmacy Technician experience. Most employers sometimes allow training to substitute for work experience.

### % of EMPLOYERS\* OFFERING FRINGE BENEFITS

	<u>Full-Time</u>
Medical Insurance:	100%
Dental Insurance:	100%
Vision Insurance:	54%
Life Insurance:	100%
Paid Vacation:	100%
Paid Sick Leave:	100%
Retirement Plan:	85%
Child Care:	23%

\*The percentage is based on the number of employers responding to this question.

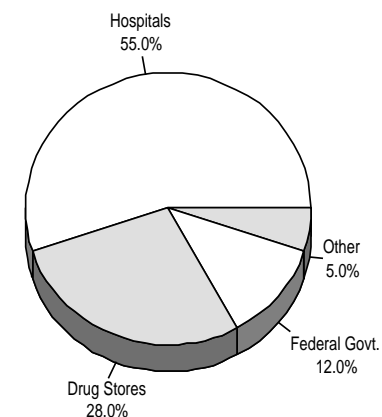
### HOURS AND WAGES

**Hours:** Most Pharmacy Technicians work full-time for an average of 40 hours per week. Some work on-call, an average of 15 hours per week. A few work part-time, an average of 23 hours per week.

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience:	\$8.00 - 11.75	\$9.00
New Hires, With Experience:	\$8.75 - 12.25	\$10.00
After Three Years With The Firm:	\$10.00 - 14.75	\$12.50

### WHERE THE JOBS ARE

#### INDUSTRY - PERCENT EMPLOYING



## QUALIFICATIONS

### Employers rated the following qualifications very important:

Knowledge of medical and pharmaceutical terminology  
Ability to apply sterilization and aseptic techniques  
Ability to work under pressure  
Ability to prepare "unit dose distribution"  
Ability to work with close supervision  
Ability to pay close attention to detail  
Basic math skills  
Ability to read and follow instructions  
Ability to measure and calculate using metrics  
Ability to prepare, package and distribute medications  
Ability to follow regulations and reporting requirements  
Oral communication skills  
Public contact skills  
Ability to work independently  
Ability to calculate weights and measures  
Ability to prepare intravenous (IV) packs  
Ability to stand for long periods of time  
Computer skills (refer to Education / Training and Experience)

## SUPPLY AND DEMAND

**Recruitment Methods:** The most frequently used methods to recruit new employees include: in-house promotion or transfer, newspaper advertisements, current employee referrals, unsolicited walk-ins and ROP programs.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Great Difficulty		
Some Difficulty		
Little Difficulty	X	X
No Difficulty		

The Job Market for: **Pharmacy Technicians**  
Experienced applicants: Competitive  
Inexperienced applicants: Competitive

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Pharmacy Technician I, II, III,

**Related DOT Code:** 074.382-010

**Career Ladders:** Promote from Pharmacy Assistants.  
Promote to Technician Supervisor, Purchasing Agent and Assistant Director of Pharmacy

**Nontraditional Occupation:** No.  
Employers responding report that 54% of workers were female.

**Turnover:** Moderately High, 20% for employees in the occupation in the past 12 months.

**Unionization:** No. Employers who responded indicate no unionization for this occupation.

## OCCUPATIONAL SIZE AND GROWTH PROJECTIONS

**Size of 1992 Employment:** 670 - - Small

**OES Growth Projections:** New jobs through 1999: 120

Separations to 1999: 60

Total Openings: 180

**Growth Trends:** The new job growth rate for Pharmacy Technicians is 17.9%, which is growing much faster than the average new job growth rate of 9.3% for all occupations in the county. Most employers responding project employment in their firm for this occupation to remain stable for the next three years.

**Employer Responses:** 16 employers supplied the data used in developing the analysis of this occupational profile.

## PHOTOGRAPHERS

OES 340230

Photographers photograph persons, subjects, merchandise or other products. They may develop negatives and produce finished prints. This classification includes Scientific Photographers, Aerial Photographers, Agricultural Photographers, Biological Photographers, Legal Photographers, Marine and Underwater Photographers and Photojournalists.

### EDUCATION / TRAINING AND EXPERIENCE

**Education and Training:** Many recent hires have a high school diploma with additional college course work. Some have an associate's degree. Employers reported computer skills are becoming more important particularly digital imaging and photographic scanning and indicated a preference for applicants having digital imaging and Adobe Photoshop software application skills along with database and desktop publishing skills.

**Experience:** Many employers always required work-related experience. They tend to hire applicants with 6 - 24 months prior photography experience. Many employers sometimes allow training to substitute for experience.

### % of EMPLOYERS\* OFFERING FRINGE BENEFITS

	<u>Full-Time</u>
Medical Insurance:	91%
Dental Insurance:	64%
Vision Insurance:	27%
Life Insurance:	55%
Paid Vacation:	91%
Paid Sick Leave:	73%
Retirement Plan:	45%

\*The percentage is based on the number of employers responding to this question.

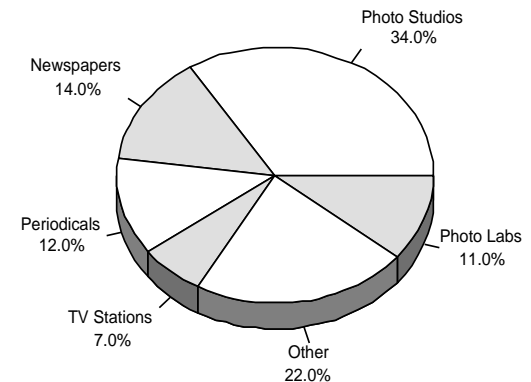
### HOURS AND WAGES

**Hours:** Most Photographers work full-time for an average of 41 hours per week. Some work part-time, an average of 23 hours per week or on-call, an average of 13 hours per week.

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience:	\$5.00 - 15.00	\$7.50
New Hires, With Experience:	\$6.00 - 20.00	\$10.50
After Three Years With The Firm:	\$6.50 - 30.00	\$15.00

### WHERE THE JOBS ARE

#### INDUSTRY - PERCENT EMPLOYING





## QUALIFICATIONS

### Employers rated the following qualifications very important:

Ability to work under pressure and meet deadlines  
Ability to work independently  
Good vision  
Good color perception  
Creativity with photographic subjects  
Knowledge of camera and photographic equipment  
Oral communication skills  
Ability to read and follow instructions  
Interpersonal skills  
Public contact skills  
Willingness to work long or irregular or long hours  
Manual dexterity  
Ability to stand continuously for two or more hours  
Ability to plan a photo shoot  
Ability to develop black and white film  
Knowledge of digital imaging  
Computer skills (refer to Education / Training and Experience)

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Portrait Photographer, Staff Photographer, Commercial Photographer, Underwater Still Photographer, Aerial Photographer, Videographer, Photojournalist

**Related DOT Code:** 143.062-014, 143.062-026, 143.062-030, 143.062-034, 143.457-010

**Career Ladders:** Promote from Lab Worker, Lab Printer Photography Assistant. Promote to Production Manager and Senior Staff Photographer

**Nontraditional Occupation:** Yes.  
Employers responding report that 23% of workers were female.

**Turnover:** Moderately high, 29% for employees in the occupation in the past 12 months.

**Unionization:** No. Employers who responded indicate no unionization for this occupation.

## SUPPLY AND DEMAND

**Recruitment Methods:** The most frequently used methods to recruit new employees include: newspaper advertisements, private employment agencies, private school referrals, employment agencies, current employee referrals, industry and student publications.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Great Difficulty		
Some Difficulty		
Little Difficulty	X	X
No Difficulty		

The Job Market for: **Photographers**  
Experienced applicants: Competitive  
Inexperienced applicants: Competitive

## OCCUPATIONAL SIZE AND GROWTH PROJECTIONS

**Size of 1992 Employment:** 430 - - Small

**OES Growth Projections:** New jobs through 1999: 40  
Separations to 1999: 70  
Total Openings: 110

**Growth Trends:** The new job growth rate for Photographers is 9.3%, which is exactly the same rate than the average new job growth rate of 9.3% for all occupations in the county. Most employers project employment in their firm for this occupation to remain stable for the next three years. Some project employment to grow due to business growth.

**Employer Responses:** 16 employers supplied the data used in developing the analysis of this occupational profile.

## POLICE PATROL OFFICERS

**OES 630140**

Police Patrol Officers maintain order, enforce laws and ordinances, protect life and property in an assigned patrol district or beat by performing a combination of such duties as patrolling a specific area on foot or in a vehicle, directing traffic, issuing traffic citations, investigating accidents, apprehending, arresting and processing prisoners and giving evidence in court.

### EDUCATION / TRAINING AND EXPERIENCE

**Education and Training:** Many recent hires have some college coursework (but not necessarily a degree). Some have an associate's degree. Many employers have applicants who complete one year of Police Academy Training or have an associate's degree in criminal justice or political science. Some employers indicate a preference for applicants with basic computer and word processing software application skills.

**Experience:** Most employers usually require work-related experience. They tend to hire applicants with 1-3 years prior experience as a Law Enforcement Officer, Lifeguard or Security Guard. Most employers sometimes allow training to substitute for work experience.

### % of EMPLOYERS\* OFFERING FRINGE BENEFITS

	<u>Full-Time</u>
Medical Insurance:	100%
Dental Insurance:	100%
Vision Insurance:	100%
Life Insurance:	80%
Paid Vacation:	100%
Paid Sick Leave:	93%
Retirement Plan:	93%

\*The percentage is based on the number of employers responding to this question.

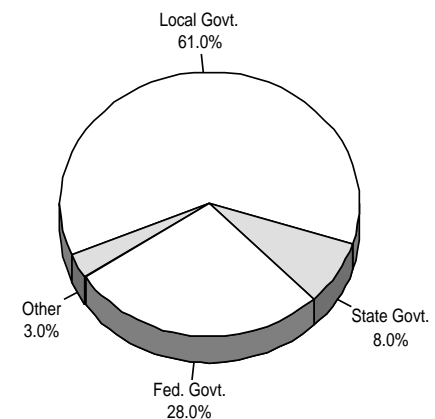
### HOURS AND WAGES

**Hours:** All Police Patrol Officers work full-time for an average of 40 hours per week.

<u>Wages:</u>	<u>Range</u>	<u>Non Union Median</u>	<u>Union Median</u>
New Hires, No Experience:	\$8.00 - 16.00	\$12.50	\$14.00
New Hires, With Experience:	\$9.00 - 18.50	\$14.00	\$16.75
After Three Years With The Firm:	\$10.00 - 21.50	\$15.50	\$20.00

### WHERE THE JOBS ARE

#### INDUSTRY - PERCENT EMPLOYING



## QUALIFICATIONS

### Employers rated the following qualifications very important:

Public contact skills  
Ability to pass a pre-employment medical examination  
Ability to pass a physical performance test  
Report writing skills  
Ability to handle crisis situations  
Ability to work under pressure  
Problem solving skills  
Ability to read and comprehend information quickly  
Ability to pass a written examination  
Ability to pass a psychological interview  
Ability to interview others for information  
Knowledge of rules, regulations, and laws  
Ability to administer emergency first aid  
Verbal presentation skills  
Ability to work independently  
Possession of a Class C drivers license with good driving record  
Computer skills (refer to Education / Training and Experience)

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Police Officer, Deputy Sheriff, Harbor Police Officer, Marine Safety Officer

**Related DOT Code:** 375.263-014, 375.363-010

**Career Ladders:** Promotes from Police Academy Cadet, and Police Cadet. Promote to Police Officer II, III, Senior Harbor Patrol Officer, Sergeant, Lieutenant and Captain

**Nontraditional Occupation:** Yes.  
Employers responding report that 13% of workers were female.

**Turnover:** Moderately low, 9% for employees in the occupation in the past 12 months.

**Unionization:** Yes. 60% of employers surveyed were unionized, 92% of employees belong to a union.

## SUPPLY AND DEMAND

**Recruitment Methods:** The most frequently used methods to recruit new employees include: in-house promotion or transfer, newspaper advertisements, current employee referrals, police officer union referrals, police academy, job lines and job fairs.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Great Difficulty		
Some Difficulty		
Little Difficulty	X	X
No Difficulty		

The Job Market for: **Police Patrol Officers**  
Experienced applicants: Competitive  
Inexperienced applicants: Competitive

## OCCUPATIONAL SIZE AND GROWTH PROJECTIONS

**Size of 1992 Employment:** 3,550 - - Large  
**OES Growth Projections:** New jobs through 1999: 200  
Separations to 1999: 870  
Total Openings: 1,070

**Growth Trends:** The new job growth rate for Police Patrol Officers is 5.6%, which is growing slower than the average new job growth rate of 9.3% for all occupations in the county. Most employers projected employment in their firm for this occupation to remain stable for the next three years. Some project an increase due to more funds for additional public safety efforts.

**Employer Responses:** 15 employers supplied the data used in developing the analysis of this occupational profile.

## SALES AGENTS AND PLACERS - INSURANCE

OES 430020

Insurance Sales Agents and Placers sell or advise clients on life insurance, endowments, fire, accident and other types of insurance. They may refer clients to independent brokers or work as an independent broker or be employed by an insurance company.

### EDUCATION / TRAINING AND EXPERIENCE

**Education and Training:** Most recent hires have a bachelor's degree. Many have some college course work. Sales agents need a license from the State of California obtained by passing the California Insurance Board Exam. Employers indicate a preference for applicants with word processing, database and spreadsheet software application skills.

**Experience:** Many firms sometimes required work-related experience. They tend to hire applicants who have 1-4 years experience in sales, insurance sales or in financial planning. Most companies sometimes allow training to substitute for work- related experience.

### % of EMPLOYERS\* OFFERING FRINGE BENEFITS

	Full-Time
Medical Insurance:	93%
Dental Insurance:	93%
Vision Insurance:	73%
Life Insurance:	93%
Paid Vacation:	60%
Paid Sick Leave:	47%
Retirement Plan:	87%
Other employer specified:	401-K Plan

\*The percentage is based on the number of employers responding to this question.

### HOURS AND WAGES

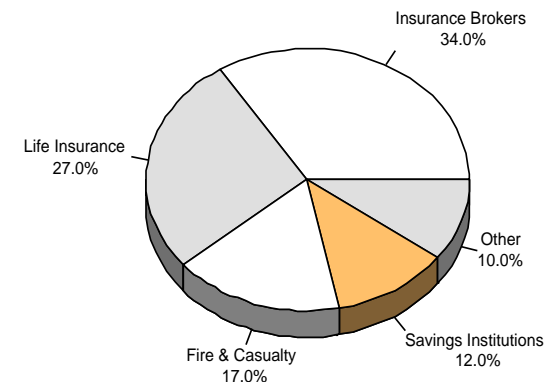
**Hours:** All Insurance Sales Agents and Placers work full-time for an average of 41 hours per week.

<u>Wages:</u> *	<u>Range</u>	<u>Median</u>
New Hires, No Experience:	\$9.25 - 16.25*	\$13.50
New Hires, With Experience:	\$11.75 - 30.50*	\$18.25
After Three Years With The Firm:	\$14.25 - 52.00*	\$33.50

\*Wages are combined compensation of salary and/or commissions. The upper end of the range is dependent upon experience and employee efforts. Most compensation is based solely upon commissions. However, some employers provide a base salary and commissions. A few employers provide a salary without commissions.

### WHERE THE JOBS ARE

#### INDUSTRY - PERCENT EMPLOYING



## QUALIFICATIONS

### Employers rated the following qualifications very important:

Ability to interview others for information  
Ability to work independently  
Ability to apply sales techniques  
Customer service skills  
Ability to work under pressure  
Ability to assess insurance policy coverage  
Verbal presentation and oral communication skills  
Ability to generate leads for prospective clients  
Ability to explain policy details  
Business math skills  
Possession of a reliable vehicle and CA driver's license  
Possession of a CA insurance broker / agent's license  
Willingness to work nights and weekends  
Knowledge of insurance forms  
Computer skills (refer to Education / Training and Experience)

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Sales Representative, Sales Manager, Account Manager, Insurance Broker, Financial Planner

**Related DOT Code:** 239.267-010, 250-57-010

**Career Ladders:** Promote to Sales Supervisor, Sales Trainer, Sales Manager, Senior Account Manager, District Sales Manager, Regional Sales Manager

**Nontraditional Occupation:** No.  
Employers responding report that 34% of workers were female.

**Turnover:** Moderately low, 10% for employees in the occupation in the past 12 months.

**Unionization:** No. Employers who responded indicate no unionization for this occupation.

## SUPPLY AND DEMAND

**Recruitment Methods:** The most frequently used methods to recruit new employees include: in-house promotion or transfer, newspaper advertisements, current employee referrals, college recruitment, job fairs and unsolicited walk-ins.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Great Difficulty		
Some Difficulty		
Little Difficulty	X	X
No Difficulty		

The Job Market for: **Insurance Sales Agents and Placers**  
Experienced applicants: Competitive  
Inexperienced applicants: Competitive

## OCCUPATIONAL SIZE AND GROWTH PROJECTIONS

**Size of 1992 Employment:** 2,370 - - Medium

**OES Growth Projections:** New jobs through 1999: 50

Separations to 1999: 340

Total Openings: 390

**Growth Trends:** The new job growth rate for Insurance Sales Agents and Placers is 2.1%, which is growing slower than the average new job growth rate of 9.3% for all occupations in the county. Most employers project employment in their firm for this occupation to remain stable for the next three years. Some project occupational growth due to company growth.

**Employer Responses:** 15 employers supplied the data used in developing the analysis of this occupational profile.

## SALES SUPERVISORS / MANAGERS

**DOT 163.167-018**

Sales Supervisors manage sales activities of an establishment and coordinate distribution by establishing sales territories and assist dealers in promoting sales. Sales Supervisors / Managers are included in Marketing, Advertising and Public Relations Managers, OES 130110.

### EDUCATION / TRAINING AND EXPERIENCE

**Education and Training:** Most recent hires have some college coursework (but not necessarily a degree); some have a bachelor's degree. Employers indicate a preference for applicants with word processing, spreadsheet and database software application skills.

**Experience:** Most firms always require work-related experience. They tend to hire applicants with 2- 5 years experience in sales or sales management. Most firms never allow training to substitute for work experience.

### % of EMPLOYERS\* OFFERING FRINGE BENEFITS

	<u>Full-Time</u>
Medical Insurance:	100%
Dental Insurance:	92%
Vision Insurance:	69%
Life Insurance:	54%
Paid Vacation:	100%
Paid Sick Leave:	100%
Retirement Plan:	38%
Other employer-specified: Profit Sharing	

\*The percentage is based on the number of employers responding to this question.

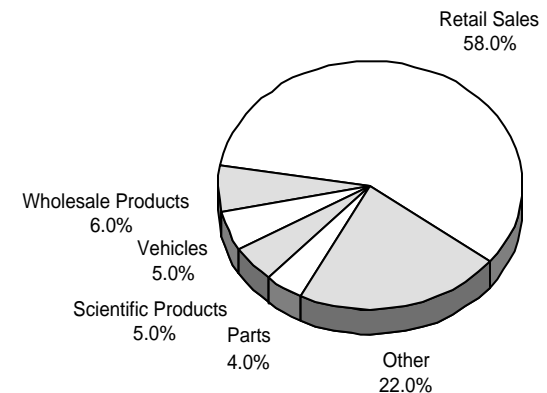
### HOURS AND WAGES

**Hours:** All Sales Supervisors / Managers work full-time for an average of 43 hours per week.

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience:	\$7.25 - 22.00	\$10.25
With Commissions:	\$7.00 - 28.75	\$19.50
New Hires, With Experience:	\$9.50 - 27.75	\$12.00
With Commissions:	\$9.50 - 48.00	\$19.50
After Three Years With The Firm:	\$12.00 - 33.25	\$16.75
With Commissions:	\$12.00 - 72.00	\$30.75

### WHERE THE JOBS ARE

#### INDUSTRY - PERCENT EMPLOYING



## QUALIFICATIONS

### Employers rated the following qualifications very important:

Customer service skills  
Willingness to work long hours  
Ability to set quotas and goals of sales staff  
Ability to manage the activities of a department  
Ability to apply sales techniques  
Staff motivation skills  
Ability to coordinate activities with other departments  
Verbal presentation skills  
Ability to prepare periodic sales reports  
Problem solving skills  
Ability to work independently  
Good labor relations skills  
Orientation toward safety  
Positive team leader personality  
Inter-personal skills  
Computer skills (refer to Education / Training and Experience)

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Office Manager / Supervisor, Regional Manager, District Sales Manager

**Related DOT Codes:** 163.167-014

**Career Ladders:** Promote from Sales Representative. Promote to District Sales, Regional Sales Manager and General Manager

**Nontraditional Occupation:** No.  
Employers responding report that 27% of workers were female.

**Turnover:** Moderate, 13% for employees in the occupation in the past 12 months.

**Unionization:** No. Employers who responded indicate no unionization for this occupation.

## SUPPLY AND DEMAND

**Recruitment Methods:** The most frequently used methods to recruit new employees include: in-house promotion or transfer, newspaper advertisements, private employment agencies, current employee referrals, trade publications and unsolicited walk-ins.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Great Difficulty		
Some Difficulty		
Little Difficulty	X	X
No Difficulty		

The Job Market for: **Sales Supervisor / Manager**  
Experienced applicants: Competitive  
Inexperienced applicants: Competitive

## OCCUPATIONAL SIZE AND GROWTH PROJECTIONS

**Size of 1992 Employment:** 4,510 - - Large

**OES Growth Projections:** New jobs through 1999: 740  
Separations to 1999: 570  
Total Openings: 1,310

Openings for Sales Supervisors / Managers are included in the projections for Marketing, Advertising and Public Relations Managers.

**Growth Trends:** The new job growth rate for Sales Supervisors / Managers is 16.3%, which is growing much faster than the average new job growth rate of 9.3% for all occupations in the county. Nearly all employers project employment in their firm for this occupation to remain stable for the next three years. A few project the occupation to grow due to company expansion and increased business.

**Employer Responses:** 13 employers supplied the data used in developing the analysis of this occupational profile.

## SALESPERSONS - RETAIL (EXCEPT VEHICLE SALES)

OES 490112

Retail Salespersons sell a variety of merchandise to the public. They assist the customer in making selections, obtain or receive the merchandise, total the bill, receive the payment in cash, by check or credit card, operate a cash register and make change for the customer. They may stock shelves and set up advertising displays. Does not include employees who work primarily as Cashiers.

### EDUCATION / TRAINING AND EXPERIENCE

**Education and Training:** Most recent hires have a high school diploma or equivalent. Most firms provide in-house training.

**Experience:** Most firms sometimes require work-related experience and some never require it. They tend to hire applicants with 6-12 months prior sales experience. Most firms always allow training to substitute for work experience.

### % of EMPLOYERS\* OFFERING FRINGE BENEFITS

	Full-Time
Medical Insurance:	93%
Dental Insurance:	80%
Vision Insurance:	33%
Life Insurance:	27%
Paid Vacation:	80%
Paid Sick Leave:	53%
Retirement Plan:	0%

\*The percentage is based on the number of employers responding to this question.

### HOURS AND WAGES

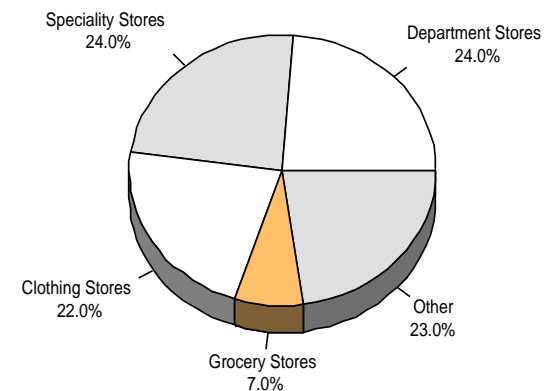
**Hours:** Most Retail Salespersons work full-time for an average of 39 hours per week. Some work part-time, an average of 23 hours per week. A few work seasonally, an average of 30 hours per week.

<b>Wages:</b>	<b>Range*</b>	<b>Median</b>
New Hires, No Experience:	\$4.25 - 6.00	\$5.00
New Hires, With Experience:	\$5.50 - 8.00	\$7.00
After Three Years With The Firm:	\$7.00 - 13.00	\$10.00

\*Some companies may pay commissions but they are not included in the range.

### WHERE THE JOBS ARE

#### INDUSTRY - PERCENT EMPLOYING





## QUALIFICATIONS

### Employers rated the following qualifications very important:

Customer service skills  
Public contact skills  
Ability to read and follow instructions  
Oral communication skills  
Good grooming and appearance  
Cash handling skills  
Ability to stand continuously for 2 or more hours  
Ability to apply sales techniques  
Ability to operate a cash register

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Customer Service Sales Representative, Clothing / Merchandise Sales Representative

**Related DOT Code:** 262.357-018, 270.357-014, 270.357-034, 274.357-034, 279.357-054, 290.477-014, 299.677-054

**Career Ladders:** Promote from: Cashier. Promote to Supervisor, Manager Trainee, Assistant Manager, Store Manager

**Nontraditional Occupation:** No.  
Employers responding report that 71% of workers were female.

**Turnover:** Moderate, 14% for employees in the occupation in the past 12 months.

**Unionization:** No. Employers who responded indicate no unionization for this occupation.

## SUPPLY AND DEMAND

**Recruitment Methods:** The most frequently used methods to recruit new employees include: in-house promotion or transfer, newspaper advertisements, current employee referrals, unsolicited walk-ins, help wanted signs and job fairs.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Great Difficulty		
Some Difficulty		
Little Difficulty		
No Difficulty	X	X

The Job Market for: **Retail Salespersons**  
Experienced applicants: Very competitive  
Inexperienced applicants: Very competitive

## OCCUPATIONAL SIZE AND GROWTH PROJECTIONS

**Size of 1992 Employment:** 33,100 - - Large

**OES Growth Projections:** New jobs through 1999: 4,620

Separations to 1999: 8,760

Total Openings: 13,380

**Growth Trends:** The new job growth rate for Retail Salespersons is 14.0%, which is growing much faster than the average new job growth rate of 9.3% for all occupations in the county. All employers project employment in their firm for this occupation to remain stable for the next three years.

**Employer Responses:** 15 employers supplied the data used in developing the analysis of this occupational profile.

## TAX INTERVIEWERS / PREPARERS

OES 211110

Tax Interviewers / Preparers prepare income tax returns for individuals or small businesses. They may work in the office of an established tax return firm. This does not include workers who have the responsibilities of an accredited accountant or certified public accountant.

### EDUCATION / TRAINING AND EXPERIENCE

**Education and Training:** Many recent hires have a bachelor's degree. Some have college coursework (but not necessarily a degree). Most companies require applicants to complete a four month tax preparation course. Some prefer more extensive education in bookkeeping, accounting and taxation courses. Employers indicate a preference for employees with database and spreadsheet software application skills.

**Experience:** Most firms usually require work-related experience. They tend to hire applicants with 12-18 months experience as a tax preparer, accountant or bookkeeper. Most firms usually allow training to substitute for work experience.

### % of EMPLOYERS\* OFFERING FRINGE BENEFITS

	Full-Time
Medical Insurance:	100%
Dental Insurance:	87%
Vision Insurance:	20%
Life Insurance:	27%
Paid Vacation:	100%
Paid Sick Leave:	73%
Retirement Plan:	20%
Other employer-specified: 401-K Plan, Profit Sharing	

\*The percentage is based on the number of employers responding to this question.

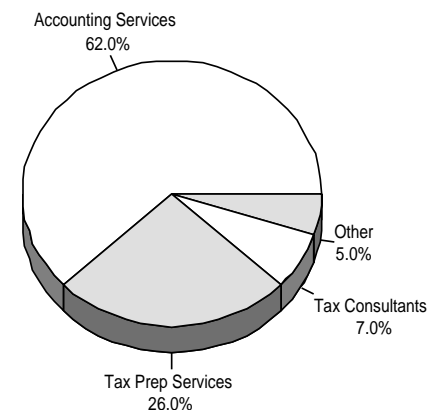
### HOURS AND WAGES

**Hours:** Most Tax Interviewers / Preparers work full-time for an average of 40 hours per week. Many work seasonally, an average of 41 hours per week. A few work part-time, an average of 23 hours per week.

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience:	\$6.00 - 11.00	\$7.50
New Hires, With Experience:	\$7.00 - 15.00	\$9.00
After Three Years With The Firm:	\$10.00 - 20.00	\$14.00

### WHERE THE JOBS ARE

#### INDUSTRY - PERCENT EMPLOYING



## QUALIFICATIONS

### Employers rated the following qualifications very important:

Ability to read and follow instructions  
Ability to do accurate work  
Ability to interview others for information  
Customer service skills and public contact skills  
Oral communication skills  
Ability to work well with co-workers and the public  
Ability to work independently  
Ability to work under pressure  
Basic math skills  
Record keeping skills  
Ability to sit continuously for two or more hours  
Willingness to work long hours during tax season  
Ability to keep current on changes in the tax code  
Successful completion of Tax Preparation Course  
Ability to use a personal computer (refer to Education / Training and Experience)

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Tax Preparation Assistant

**Related DOT Code:** 219.362-070

**Career Ladders:** Promote from Bookkeeper and Tax Preparation Assistant. Promote to Tax Accountant, Office Supervisor, or with additional education to Accountant or Certified Public Accountant

**Nontraditional Occupation:** No.  
Employers responding report that 44% of workers were female.

**Turnover:** Very low, 3% for employees in the occupation in the past 12 months.

**Unionization:** No. Employers who responded indicate no unionization for this occupation.

## SUPPLY AND DEMAND

**Recruitment Methods:** The most frequently used methods to recruit new employees include: newspaper advertisements, and current employee referrals, public school or program referrals and private school referrals.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Great Difficulty		
Some Difficulty		
Little Difficulty		
No Difficulty	X	X

The Job Market for: **Tax Interviewers / Preparers**  
Experienced applicants: Very competitive  
Inexperienced applicants: Very competitive

## OCCUPATIONAL SIZE AND GROWTH PROJECTIONS

**Size of 1992 Employment:** 710 - - Small

**OES Growth Projections:** New jobs through 1999: 240  
Separations to 1999: 70  
Total Openings: 310

**Growth Trends:** The new job growth rate for Tax Interviewers / Preparers is 33.8%, which is growing much faster than the average new job growth rate of 9.3% for all occupations in the county. All employers project employment in their firm for this occupation to remain stable for the next three years.

**Employer Responses:** 15 employers supplied the data used in developing the analysis of this occupational profile.

## TEACHERS - SPECIAL EDUCATION

OES 313110

Special Education Teachers teach elementary and secondary school subjects to educationally and physically challenged students. These teachers include those who specialize and work with audibly and visually challenged students and those who teach basic academic and life process skills to mentally retarded.

Employers report they may also teach psychologically challenged and gifted students.

### EDUCATION / TRAINING AND EXPERIENCE

**Education and Training:** Most recent hires have a bachelor's degree, some have completed additional graduate studies. Special Education Teachers need to have the State Teaching Credential and most employers require special education teaching certification. Employers indicate a preference for applicants who have word processing and tutorial software application skills.

**Experience:** Most firms usually require work-related experience. They tend to hire applicants with 12 -18 months experience as a Speech Therapist, Special Education Teacher or other teaching experience. Most firms sometimes allow training to substitute for work experience.

### % of EMPLOYERS\* OFFERING FRINGE BENEFITS

	Full-Time
Medical Insurance:	100%
Dental Insurance:	100%
Vision Insurance:	88%
Life Insurance:	88%
Paid Vacation:	31%
Paid Sick Leave:	100%
Retirement Plan:	88%

\*The percentage is based on the number of employers responding to this question.

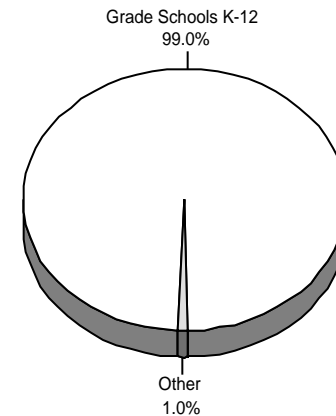
### HOURS AND WAGES

**Hours:** Most Special Education Teachers work full-time for an average of 40 hours per week. Some work part-time, an average of 20 hours per week. Few work on-call for an average of 28 hours per week.

<u>Wages:</u>	<u>Range</u>	<u>Non-Union Median</u>	<u>Union Median</u>
New Hires, No Experience:	\$8.75 - 17.25	\$10.50	\$13.25
New Hires, With Experience:	\$10.50 - 20.25	\$12.50	\$16.00
After Three Years With The Firm:	\$14.00 - 23.25	\$15.50	\$17.50

### WHERE THE JOBS ARE

#### INDUSTRY - PERCENT EMPLOYING



## QUALIFICATIONS

### Employers rated the following qualifications very important:

Possession of a State Special Education Teachers Certificate  
Knowledge of children with special needs  
Patience with children  
Classroom supervision and discipline skills  
Possess a clean police record  
Classroom management skills  
Ability to motivate students  
Ability to handle crisis situations  
Ability to read and follow instructions  
Ability to work independently  
Oral communication skills  
Ability to write effectively  
Must be a life long learner  
Must be a team player with a sense of humor  
Ability to modify curriculum to meet student needs  
Bilingual skills  
Computer and tutoring software skills (refer to Education / Training and Experience)

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Resource Specialist, Speech Therapist, Adaptive Physical Education Teacher, Learning Handicapped Teacher, Special Day Class Teacher

**Related DOT Code:** 094.107-010, 094.167-010, 094.167-014  
094.227-030, 099.167-022

**Career Ladders:** Promote from Student Teacher.  
Promote to Counselor, Department Head, Special Education Administrator and School Administrator

**Nontraditional Occupation:** No.  
Employers responding report that 77% of workers were female.

**Turnover:** Moderately low, 9% for employees in the occupation in the past 12 months.

**Unionization:** Yes. 88% of employers surveyed were unionized, 97% of employees were unionized.

## SUPPLY AND DEMAND

**Recruitment Methods:** The most frequently used methods to recruit new employees include: in-house promotion or transfer, newspaper advertisements, public school or program referrals, private school referrals, school district office and current employee referrals.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Great Difficulty		
Some Difficulty	X	X
Little Difficulty		
No Difficulty		

The Job Market for: **Special Education Teachers**  
Experienced applicants: Somewhat competitive  
Inexperienced applicants: Somewhat competitive

## OCCUPATIONAL SIZE AND GROWTH PROJECTIONS

**Size of 1992 Employment:** 2,220 - - Medium

**OES Growth Projections:** New jobs through 1999: 530  
Separations to 1999: 160  
Total Openings: 690

**Growth Trends:** The new job growth rate for Special Education Teachers is 23.9%, which is growing much faster than the average new job growth rate of 9.3% for all occupations in the county. Most employers project this occupation to grow in their firm during the next three years. Some project growth due to an increased need for services and growth in enrollment.

**Employer Responses:** 16 employers supplied the data used in developing the analysis of this occupational profile.

## TELEMARKETERS AND TELEPHONE SOLICITORS

DOT 229.357-014

Telemarketers and Telephone Solicitors solicit orders for merchandise or service over the telephone. They call prospective customers to explain type of service or merchandise offered. They quote prices and try to persuade customer to buy, using prepared sales script. They record name, address, purchases and reactions of prospects solicited, sometimes entering the data into a computer. They may develop lists of prospects and type reports on sales activities. Telemarketers and Telephone Solicitors are included in Telemarketers, News and Street Venders, Telephone Solicitors and Door to Door Sales Workers, OES 490260.

### EDUCATION / TRAINING AND EXPERIENCE

**Education and Training:** Most recent hires have a high school diploma or equivalent. Most companies require or provide 1-2 months of in-house training. Employers indicate a preference for applicants who have database and word processing software application skills.

**Experience:** Many employers sometimes require work-related experience. They tend to hire applicants with 6-12 months experience as a telemarketer, telephone sales or customer service representative. Almost all firms allow training to substitute for experience.

### % of EMPLOYERS\* OFFERING FRINGE BENEFITS

	<u>Full-Time</u>
Medical Insurance:	100%
Dental Insurance:	75%
Vision Insurance:	25%
Life Insurance:	25%
Paid Vacation:	88%
Paid Sick Leave:	88%
Retirement Plan:	25%

\*The percentage is based on the number of employers responding to this question.

### HOURS AND WAGES

**Hours:** Most Telemarketers and Telephone Solicitors work part-time for an average of 27 hours per week. Many work full-time, an average of 39 hours per week.

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience:	\$5.00 - 8.00	\$6.00
With Commission:	\$5.00 - 10.00	\$6.00
New Hires, With Experience:	\$6.00 - 10.00	\$7.00
With Commission:	\$6.00 - 12.75	\$9.00
After Three Years With The Firm:	\$6.75 - 15.00	\$9.00
With Commission:	\$7.00 - 27.75	\$11.25

### WHERE THE JOBS ARE

#### INDUSTRY

Business Services Solicitors  
Direct Selling Establishments  
Telemarketing Firms

## QUALIFICATIONS

### Employers rated the following qualifications very important:

Ability to read and follow instructions  
Ability to exercise patience with customers  
Ability to use good English and speak clearly  
Oral communications skills  
Ability to sit continuously for 2 or more hours  
Ability to speak continuously for 2 or more hours  
Customer service skills  
Ability to work independently  
Telephone sales skills  
Telephone answering skills  
Ability to apply sales techniques  
Ability to work under pressure  
Ability to process orders for products and services  
Ability to interview others for information  
Positive attitude  
Ability to get along with co-workers  
Computer skills (refer to Education / Training and Experience)

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Inside Sales Representative,  
Telephone Interviewer, Customer Service Representative

**Related DOT Code:** 291.457-022, 291.357-038

**Career Ladders:** Promote to Supervisor, Crew Chief,  
Office Manager, Director of Sales Operations, Sales Manager

**Nontraditional Occupation:** No.  
Employers responding report that 68% of workers were female.

**Turnover:** Moderate, 20% for employees in the occupation in  
the past 12 months.

**Unionization:** No. Employers who responded indicate no  
unionization for this occupation.

## SUPPLY AND DEMAND

**Recruitment Methods:** The most frequently used methods to  
recruit new employees include: in-house promotion or transfer,  
newspaper advertisements, current employee referrals, private  
employment agencies and public school or program referrals.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Great Difficulty		
Some Difficulty		
Little Difficulty		
No Difficulty	X	X

The Job Market for: **Telemarketers and Telephone Solicitors**

Experienced applicants: Very competitive

Inexperienced applicants: Very competitive

## OCCUPATIONAL SIZE AND GROWTH PROJECTIONS

**Size of 1992 Employment:** 1,250 - - Small

**OES Growth Projections:** New jobs through 1999: 130  
Separations to 1999: 270  
Total Openings: 400

Openings for Telemarketers and Telephone Solicitors are included  
in the projections for Telemarketers, News and Street Venders and  
Door to Door Sales.

**Growth Trends:** The new job growth rate for Telemarketers  
and Telephone Solicitors is 10.4%, which is growing faster than  
the average new job growth rate of 9.3% for all occupations in  
the county. All employers responding project employment in their  
firm for this occupation to remain stable for the next three years.

**Employer Responses:** 15 employers supplied the data used in  
developing the analysis of this occupational profile.

## VETERINARY TECHNICIANS AND TECHNOLOGISTS

OES 329510

Veterinary Technicians and Technologists perform medical tests in a laboratory environment for use in the treatment and diagnosis of diseases in animals. They prepare vaccines and serums for prevention of diseases. They prepare tissue samples, take blood samples and execute laboratory tests such as urinalysis and blood counts. They clean and sterilize instruments and materials and maintain equipment and machines.

### EDUCATION / TRAINING AND EXPERIENCE

**Education and Training:** Most recent hires have an associate's degree. Employers are looking for applicants with training or background in use of automated lab equipment, management, people skills and emergency care training. Employers indicate a preference for applicants with word processing and database software application skills. Most employers require applicants to be state certified.

**Experience:** Many firms always require work-related experience. They tend to hire applicants with 6-10 months prior experience as Veterinary Assistants, Pet Groomers or Animal Health Technicians. Most employers sometimes allow training to substitute for experience.

### % of EMPLOYERS\* OFFERING FRINGE BENEFITS

	Full-Time
Medical Insurance:	65%
Dental Insurance:	41%
Vision Insurance:	6%
Life Insurance:	29%
Paid Vacation:	100%
Paid Sick Leave:	76%
Retirement Plan:	35%
Other employer-specified: Uniform Allowance, Pet Care	

\*The percentage is based on the number of employers responding to this question.

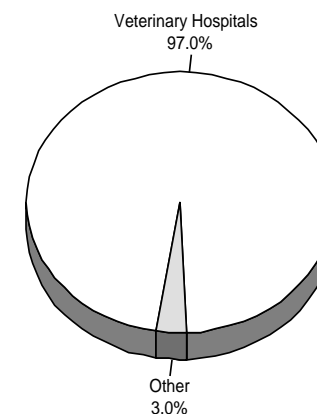
### HOURS AND WAGES

**Hours:** Most Veterinary Technicians and Technologists work full-time for an average of 40 hours per week. Some work part-time, an average of 23 hours per week.

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience:	\$4.25 - 9.00	\$6.25
New Hires, With Experience:	\$4.25 - 10.00	\$8.00
After Three Years With The Firm:	\$6.00 - 13.00	\$10.50

### WHERE THE JOBS ARE

#### INDUSTRY - PERCENT EMPLOYING





## QUALIFICATIONS

### Employers rated the following qualifications very important:

Ability to read and follow instructions  
Oral communication skills  
Ability to work under pressure and handle crisis situations  
Ability to take animal vital signs  
Ability to assist veterinarian in surgery  
Ability to administer injections  
Ability to perform routine laboratory tests  
Ability to maintain treatment records  
Ability to observe and record animal behavior  
Ability to perform emergency first aid  
Ability to maintain inventory of equipment and supplies  
Ability to work independently  
Ability to use precision instruments and tools  
Ability to dress animal wounds  
Ability to care and feed animals  
Ability to draw blood and take lab specimens  
Ability to take and develop X-rays  
Computer skills (refer to Education / Training and Experience)

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Animal Health Technician

**Related DOT Code:** 079.361-014

**Career Ladders:** Promote from Veterinary Assistant.  
Promote to Veterinary Technician Supervisor, Office Manager

**Nontraditional Occupation:** No.  
Employers responding report that 80% of workers were female.

**Turnover:** Moderately low, 12% for employees in the occupation in the past 12 months.

**Unionization:** No. Employers who responded indicate no unionization for this occupation.

## SUPPLY AND DEMAND

**Recruitment Methods:** The most frequently used methods to recruit new employees include: in-house promotion or transfer, newspaper advertisements, public school or program referrals, ROP, EDD and current employee referrals.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Great Difficulty		
Some Difficulty	X	X
Little Difficulty		
No Difficulty		

The Job Market for: **Veterinary Technicians**  
Experienced applicants: Somewhat competitive  
Inexperienced applicants: Somewhat competitive

## OCCUPATIONAL SIZE AND GROWTH PROJECTIONS

**Size of 1992 Employment:** 120 - - Small

**OES Growth Projections:** New jobs through 1999: 10  
Separations to 1999: 20  
Total Openings: 30

**Growth Trends:** The new job growth rate for Veterinary Technicians is 8.3%, which is growing slower than the average new job growth rate of 9.3% for all occupations in the county. Most employers responding project employment in their firm for this occupation to remain stable for the next three years. Many project to grow due to growing demand and an increase in business.

**Employer Responses:** 18 employers supplied the data used in developing the analysis of this occupational profile.

## VOCATIONAL AND EDUCATIONAL COUNSELORS

OES 315140

Vocational and Educational Counselors counsel individuals and provide group educational and vocational guidance services.

Employers report they may they may conduct tests and interviews to appraise student interests, aptitudes and abilities for vocational and educational planning.

### EDUCATION / TRAINING AND EXPERIENCE

**Education and Training:** Most recent hires have a bachelor's degree, some have completed additional graduate studies. Employers indicate a preference for applicants with word processing, database and spreadsheet software application skills.

**Experience:** Most employers usually require work-related experience. They tend to hire applicants with 1-3 years experience as a Teacher, Job Developer, Youth / Adult Rehabilitation Counselor. Most firms never allow training to substitute for work related experience.

### % of EMPLOYERS\* OFFERING FRINGE BENEFITS

	Full-Time
Medical Insurance:	100%
Dental Insurance:	93%
Vision Insurance:	79%
Life Insurance:	79%
Paid Vacation:	86%
Paid Sick Leave:	100%
Retirement Plan:	57%

\*The percentage is based on the number of employers responding to this question.

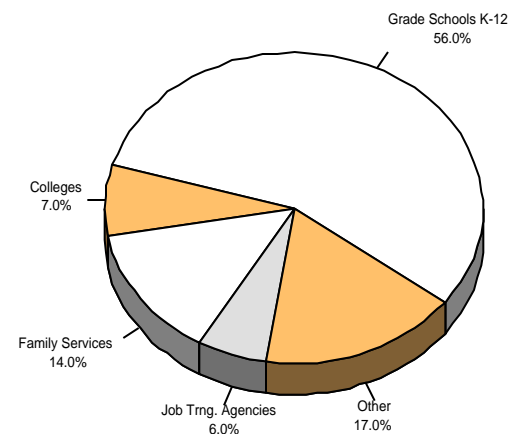
### HOURS AND WAGES

**Hours:** Most Vocational and Educational Counselors work full-time for an average of 40 hours per week. Some work part-time, an average of 23 hours per week.

<u>Wages:</u>	<u>Range</u>	<u>Non Union Median</u>	<u>Union Median</u>
New Hires, No Experience:	\$7.00 - 16.75	\$10.25	\$13.50
New Hires, With Experience:	\$9.50 - 20.00	\$11.50	\$15.75
After Three Years With The Firm:	\$12.00 - 23.00	\$15.00	\$18.25

### WHERE THE JOBS ARE

#### INDUSTRY - PERCENT EMPLOYING



## QUALIFICATIONS

### Employers rated the following qualifications very important:

Ability to assess student interest, abilities, and aptitudes  
 Oral communication skills  
 Knowledge of career planning  
 Knowledge of vocational assessment tools and techniques  
 Ability to work with teachers, administrators, and parents  
 Knowledge of vocational counseling  
 Knowledge of job search techniques  
 Problem solving skills  
 Ability to work independently  
 Student motivational skills  
 Ability to interview others for information  
 Ability to administer capability testing  
 Ability to work with a diverse population  
 Computer skills (refer to Education / Training and Experience)

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Youth Counselor, Adult Counselor, Student Counselor, Placement Counselor, Career Counselor, Skills Assessment Technician

**Related DOT Code:** 045.107-010, 045.107-018, 045.107-042, 045.117-010

**Career Ladders:** Promote from Counselor Aide, Industrial Training Specialist. Promote to School Representative, Industrial Relations Specialist, Department Chair, School Dean

**Nontraditional Occupation:** No.  
 Employers responding report that 44% of workers were female.

**Turnover:** Moderately low, 9% for employees in the occupation in the past 12 months.

**Unionization:** Yes. 7% of employers surveyed were unionized, 19% of employees were unionized.

## SUPPLY AND DEMAND

**Recruitment Methods:** The most frequently used methods to recruit new employees include: in-house promotion or transfer, newspaper advertisements, public school or program referrals, private school referrals, industry recruitment and current employee referrals.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Great Difficulty		
Some Difficulty		
Little Difficulty		X
No Difficulty	X	

The Job Market for: **Vocational and Educational Counselors**  
 Experienced applicants: Very competitive  
 Inexperienced applicants: Competitive

## OCCUPATIONAL SIZE AND GROWTH PROJECTIONS

**Size of 1992 Employment:** 1,340 - - Medium

**OES Growth Projections:** New jobs through 1999: 80

Separations to 1999: 140

Total Openings: 220

**Growth Trends:** The new job growth rate for Vocational and Educational Counselors is 6.0%, which is growing slower than the average new job growth rate of 9.3% for all occupations in the county. All employers responding project employment in their firm for this occupation to remain stable for the next three years.

**Employer Responses:** 15 employers supplied the data used in developing the analysis of this occupational profile.

## WATER AND LIQUID WASTE TREATMENT PLANT OPERATORS

DOT 955.585-010

Water and Liquid Waste Treatment Plant Operators assist in operating and / or controlling an entire process or system through the use of panelboards, controlboards or semi-automatic equipment to transfer or treat water and / or liquid waste.

### EDUCATION / TRAINING AND EXPERIENCE

**Education and Training:** Nearly all recent hires have completed some college course work (but not necessarily a degree). Most employers require a State Water Quality License, Health Services Certificate or a Wastewater Plant Operators License. Employers indicate a preference for applicants with basic computer knowledge and database and spreadsheet software application skills.

**Experience:** Most employers sometimes require work-related experience. They tend to hire applicants with 1-2 years experience as a Water Plant Treatment Operator, Maintenance Mechanic or Machinist. Most firms always allow training to substitute for experience.

### % of EMPLOYERS\* OFFERING FRINGE BENEFITS

	Full-Time
Medical Insurance:	100%
Dental Insurance:	100%
Vision Insurance:	100%
Life Insurance:	100%
Paid Vacation:	100%
Paid Sick Leave:	100%
Retirement Plan:	100%
Other employer-specified:	Credit Union

\*The percentage is based on the number of employers responding to this question.

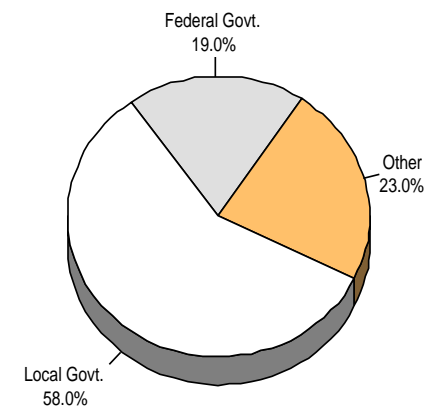
### HOURS AND WAGES

**Hours:** All Water and Liquid Waste Treatment Plant Operators work full-time for an average of 40 hours per week.

<u>Wages:</u>	<u>Range</u>	<u>Non-Union Median</u>	<u>Union Median</u>
New Hires, No Experience:	\$10.25 - 17.50	\$13.50	\$14.50
New Hires, With Experience:	\$12.00 - 19.00	\$15.50	\$17.25
After Three Years With The Firm:	\$14.00 - 21.50	\$18.00	\$19.50

### WHERE THE JOBS ARE

#### INDUSTRY - PERCENT EMPLOYING



## QUALIFICATIONS

### Employers rated the following qualifications very important:

Ability to read and follow instructions  
Ability to inspect equipment for malfunctions  
Ability to read flowmeters and gauges  
Possession of mechanical aptitude  
Troubleshooting and problem solving skills  
Ability to work independently  
Knowledge of pumping and filtering systems  
Record keeping skills  
Ability to handle emergencies  
Ability to pay attention to detail  
Ability to operate a computer terminal  
Ability to make minor repairs to pumps and valves  
Knowledge of OSHA safety standards  
Pass periodic drug and alcohol testing  
Ability to lift 50 - 100 lbs.  
Ability to read blueprints  
Ability to obtain state water quality or wastewater operator's license  
Ability to obtain Health Services Certificate  
Computer skills (refer to Education / Training and Experience)

## SUPPLY AND DEMAND

**Recruitment Methods:** The most frequently used methods to recruit new employees include: in-house promotion or transfer and industry newsletters.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Great Difficulty		
Some Difficulty		
Little Difficulty		
No Difficulty	X	X

The Job Market for: **Water Treatment Plant Operators**

Experienced applicants: Very competitive

Inexperienced applicants: Very competitive

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Collection System Worker, Water Plant Operator, Plant Technician, Distribution Operator, Sewer Operator

**Related DOT Code:** 954.382-014, 955.362-010, 955.585-010

**Career Ladders:** Promote from Apprentice Trainee, Operator in Training. Promote to Plant Operator II, III, Lead Operator, Plant Supervisor, Senior Systems Operator, Principal Systems Operator, Plant Manager

**Nontraditional Occupation:** Yes.  
Employers responding report that 8% of workers were female.

**Turnover:** Low, 5% for employees in the occupation in the past 12 months.

**Unionization:** Yes. 25% of employers surveyed were unionized, 19% of employees belong to a union.

## OCCUPATIONAL SIZE AND GROWTH PROJECTIONS

**Size of 1992 Employment:** 240 - - Small  
**OES Growth Projections:** New jobs through 1999: 20  
Separations to 1999: 40  
Total Openings: 60

**Growth Trends:** The new job growth rate for Water and Liquid Waste Treatment Plant Operators is 8.3%, which is growing slower than the average new job growth rate of 9.3% for all occupations in the county. All employers project employment in their firm for this occupation to remain stable for the next three years.

**Employer Responses:** 16 employers supplied the data used in developing the analysis of this occupational profile.

## WINDOW WASHERS

**DOT 389.687-014**

Window Washers clean windows, glass partitions, mirrors and other glass surfaces of building interior or exterior, using water or other cleaner, sponge and squeegee. They may use bosun's chair, swing stage or other scaffolding lowered from roof to reach outside windows or stands to reach first floor or inside windows. This is included in Janitors and Cleaners, OES 670050.

### EDUCATION / TRAINING AND EXPERIENCE

**Education and Training:** Most recent hires have a high school diploma or equivalent; some have less than a high school education. Most companies provide on-the-job training and some offer training in high rise safety techniques.

**Experience:** Many firms never require work-related experience. Those that do tend to hire applicants with 6 -12 months experience as a janitor or window washer. Most employers always allow training to substitute for experience.

### % of EMPLOYERS\* OFFERING FRINGE BENEFITS

	<u>Full-Time</u>
Medical Insurance:	100%
Dental Insurance:	67%
Vision Insurance:	0%
Life Insurance:	33%
Paid Vacation:	67%
Paid Sick Leave:	67%
Retirement Plan:	0%

\*The percentage is based on the number of employers responding to this question.

### HOURS AND WAGES

**Hours:** Most Window Washers work full-time for an average of 40 hours per week. Some work part-time, an average of 24 hours per week.

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience:	\$5.00 - 10.00	\$6.00
New Hires, With Experience:	\$5.50 - 12.00	\$8.00
After Three Years With The Firm:	\$6.00 - 15.00	\$10.00

### WHERE THE JOBS ARE

#### INDUSTRY

Building Maintenance Services  
Window Washing Services

## QUALIFICATIONS

### Employers rated the following qualifications very important:

Ability to read and follow instructions  
Possession of a valid drivers license  
Good eyesight  
Manual dexterity  
Ability to work independently  
Ability to follow and apply (high-rise) safety techniques  
Ability to use bosun's chair, swing stage or scaffolding  
Ability to stand for 2 or more hours continuously  
Ability to climb, stoop, kneel, crawl, balance and reach  
Public contact skills  
Ability to work as a team  
Regular use of own vehicle, and car insurance  
Map reading skills

## OCCUPATIONAL CHARACTERISTICS

Alternate Job Titles: High Rise Window Washer

Related DOT Code: 389.687-014

Career Ladders: Promote to Supervisor, Assistant Manager, Lead Crew Leader, Field Manager

Nontraditional Occupation: Yes.  
Employers responding report that 2% of workers were female.

Turnover: Moderately high, 25% for employees in the occupation in the past 12 months.

Unionization: No. Employers who responded indicate no unionization for this occupation.

## SUPPLY AND DEMAND

Recruitment Methods: The most frequently used methods to recruit new employees include: in-house promotion or transfer, newspaper advertisements, and current employee referrals.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Great Difficulty		
Some Difficulty		
Little Difficulty	X	X
No Difficulty		

The Job Market for: **Window Washers**

Experienced applicants: Competitive

Inexperienced applicants: Competitive

## OCCUPATIONAL SIZE AND GROWTH PROJECTIONS

Size of 1992 Employment: 13,070 - - Large  
OES Growth Projections: New jobs through 1999: 790  
Separations to 1999: 1890  
Total Openings: 2,680

Openings for Window Washers is included in the general classification of Janitors and Cleaners and are a small portion of the projections.

Growth Trends: The new job growth rate for Window Washers is 6.0%, which is growing slower than the average new job growth rate of 9.3% for all occupations in the county. Most employers project employment in their firm for this occupation to remain stable for the next three years. A few project the occupation to grow due to an increase in business.

Employer Responses: 15 employers supplied the data used in developing the analysis of this occupational profile.

## WRITERS AND EDITORS

OES 340020

Writers and Editors originate and prepare written material such as scripts, stories, news items, advertisements and other material for production, publication or broadcast. They coordinate, edit and analyze prepared written material. This includes Managing Editors; and excludes Publicity Writers, Public Relations Specialists and Technical Writers.

### EDUCATION / TRAINING AND EXPERIENCE

**Education and Training:** Most new hires have a bachelor's degree in journalism. Some have taken college courses (but not necessarily obtained a degree). Employers indicate a preference for applicants who are computer literate having word processing and database software application skills.

**Experience:** Many firms sometimes require work-related experience. They tend to hire applicants with 3-12 months experience as a Copy Writer, News Reporter or Investigative or Free-lance Writer and reporting background.

### % of EMPLOYERS\* OFFERING FRINGE BENEFITS

	Full-Time
Medical Insurance:	100%
Dental Insurance:	89%
Vision Insurance:	44%
Life Insurance:	33%
Paid Vacation:	78%
Paid Sick Leave:	78%
Retirement Plan:	33%

\*The percentage is based on the number of employers responding to this question.

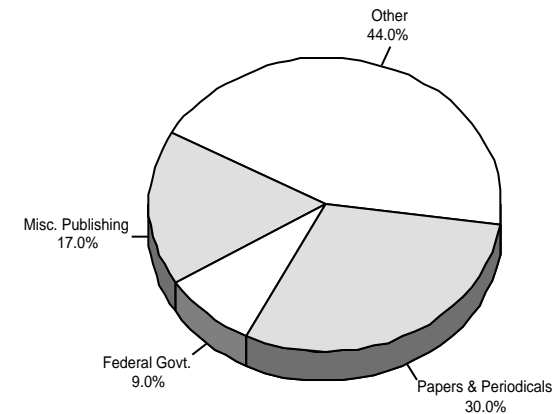
### HOURS AND WAGES

**Hours:** Most Writers and Editors work full-time for an average of 41 hours per week. Some work part-time, an average of 20 hours per week.

<u>Wages:</u>	<u>Range</u>	<u>Median</u>
New Hires, No Experience:	\$5.00 - 10.00	\$7.50
New Hires, With Experience:	\$6.00 - 12.00	\$9.25
After Three Years With The Firm:	\$9.50 - 16.00	\$12.50

### WHERE THE JOBS ARE

#### INDUSTRY - PERCENT EMPLOYING





## QUALIFICATIONS

### Employers rated the following qualifications very important:

Knowledge of good English and grammar  
Ability to research a variety of subjects  
Ability to interview others for information  
Ability to meet production deadlines  
Ability to verify facts and clarify information  
Ability to work under pressure  
Ability to read and evaluate written material  
Oral communication skills  
Ability to work independently  
Ability to direct editorial activities  
Knowledge of writing and revising headlines  
Ability to assign staff  
Ability to coordinate production schedules  
Word processing skills  
Investigative skills  
Ability to write editorials and other reviews  
Proofreading skills  
Knowledge of computer layout and design  
Additional computer skills (refer to Education / Training and Experience)

## SUPPLY AND DEMAND

**Recruitment Methods:** The most frequently used methods to recruit new employees include: newspaper advertisements, public school or program referrals, private school referrals, current employee referrals, EDD and unsolicited walk-ins.

Employers' Difficulty in Finding Qualified Applicants	Experienced Applicants	Inexperienced Applicants
Great Difficulty		
Some Difficulty		
Little Difficulty	X	X
No Difficulty		

The Job Market for: **Writers and Editors**

Experienced applicants: Competitive

Inexperienced applicants: Competitive

## OCCUPATIONAL CHARACTERISTICS

**Alternate Job Titles:** Reporters, Copy Editor, Managing Editor, Freelance Writer, Investigative Writer

**Related DOT Code:** 132.017-010, 132.017-014, 132.037-022, 132.037-026, 132.067-026

**Career Ladders:** Promote from Journalism Intern.  
Promote to Editorial Writer, Staff Editor, News Editor

**Nontraditional Occupation:** No.  
Employers responding report that 47% of workers were female.

**Turnover:** Moderate, 20% for employees in the occupation in the past 12 months.

**Unionization:** No. Employers who responded indicate no unionization for this occupation.

## OCCUPATIONAL SIZE AND GROWTH PROJECTIONS

**Size of 1992 Employment:** 1,160 - - Small

**OES Growth Projections:** New jobs through 1999: 130  
Separations to 1999: 110  
Total Openings: 240

**Growth Trends:** The new job growth rate for Writers and Editors is 11.2%, which is growing faster than the average new job growth rate of 9.3% for all occupations in the county. Most employers responding project employment in their firm for this occupation to remain stable for the next three years. A few project declines due to a decrease in demand for company product.

**Employer Responses:** 15 employers supplied the data used in developing the analysis of this occupational profile.

## APPENDIX A

### SAN DIEGO COUNTY LABOR MARKET INFORMATION 1989 - 1996 SURVEY OCCUPATIONS AND WAGES

# Occupations and Wages

Occupational Title	Year Survey Published	-- - - - - Wage Range and (Median) - - - - -		
		No Experience	Experience	3 Years with Firm
Accountant and Auditor	1995*	\$9.00-30.00 (24.00)	\$11.00-40.00 (28.00)	\$12.50-43.00 (33.00)
Administrative Assistants	1996	\$6.00-14.75 (9.50)	\$7.00-16.75 (12.00)	\$9.00-18.00 (14.00)
Adult / Child Day Care Center Directors	1996	\$6.00-15.25 (10.25)	\$7.00-19.25 (12.00)	\$8.00-21.50 (15.50)
Assembler & Fabricator	1995*	\$4.25-8.00 (5.00)	\$5.00-10.00 (5.50)	\$6.00-12.00 (7.50)
Auto Body Repairer	1995*	\$5.00-8.00 (6.00)	\$10.00-30.00 (11.00)	\$11.00-30.00 (14.00)
Auto Mechanic	1995*	\$5.00-8.00 (7.00)	\$7.50-15.00 (10.00)	\$9.00-17.00 (14.00)
Baggage Porter and Bellhop	1990	\$4.25-5.75 (4.25) Union (5.00) Base Wage + tips	\$4.25-6.00 (4.25) Union (5.00) Base Wage + tips	\$4.25-6.25 (4.25) Union (5.00) Base Wage + tips
Bailiff	1991	- - - - -	(10.75)	(12.50)
Baker - Bread and Pastry	1995*	\$4.50-8.00 (5.00) Union (6.75)	\$5.00-10.00 (7.00) Union (8.00)	\$7.00-14.00 (8.00) Union (9.50)
Bill and Account Collector	1995*	\$5.00-9.00 (6.50)	\$7.00-10.00 (9.00)	\$8.00-12.50 (10.00)
Billing Cost and Rate Clerk	1996	\$4.25-10.00 (7.00)	\$6.00-13.00 (8.50)	\$8.00-18.00 (12.00)
Billing, Posting and Calculating Machine Operator	1991	\$6.25-7.25 (7.25)	\$7.00-8.75 (7.50)	\$9.00-11.75 (10.00)
Bio Technology Research Assistant	1994	\$8.75-13.00 (10.75)	\$10.75-14.50 (11.75)	\$11.75-17.00 (13.50)
Bookkeeping, Accounting and Auditing Clerk	1994	\$7.00-9.25 (7.00)	\$7.00-19.00 (11.00)	\$10.00-19.00 (15.00)
Bus Driver - Non School	1995*	\$4.25-10.00 (6.00) Union (8.50)	\$5.00-11.00 (7.00) Union (8.50)	\$7.00-11.25 (8.00) Union (13.75)
Bus and Truck Mechanic	1995*	\$5.50-12.50 (7.00) Union (9.00)	\$7.00-19.00 (11.00) Union (11.75)	\$10.00-19.00 (15.00) Union (14.25)
Butcher and Meat Cutter	1995*	\$4.25-8.00 (5.00) Union (7.00)	\$5.00-16.00 (7.00) Union (16.00)	\$5.00-17.00 (7.00) Union (16.00)
Cabinetmaker	1995*	\$5.00-7.00 (6.00)	\$6.00-15.00 (9.00)	\$8.00-14.00 (11.00)

# Occupations and Wages

Occupational Title	Year Survey Published	-- - - - Wage Range and (Median) - - - - -		
		No Experience	Experience	3 Years with Firm
Carpenter	1995*	\$6.00-20.00 (7.00)	\$10.00-20.00 (13.00)	\$12.00-23.00 (16.00)
Carpet Installer	1995*	\$5.00-8.00 (7.00)	\$8.00-16.50 (10.00)	\$11.00-20.00 (13.00)
Cashier	1996	\$4.25-11.00 (5.00) Union (10.75)	\$4.50-12.00 (6.00) Union (12.00)	\$5.00-16.00 (6.25) Union (15.25)
Ceiling Tile Installer	1990	\$6.00-6.50 (6.75) Union (6.75)	\$6.00-12.00 (8.75) Union (13.50)	\$12.00-20.00 (15.00) Union (18.00)
Child Care Worker	1995*	\$4.25-7.25 (5.00)	\$4.25-9.00 (6.00)	\$5.00-11.00 (7.00)
Civil Engineers	1996	\$14.50-21.75 (16.50)	\$17.00-24.00 (20.00)	\$20.00-28.75 (26.25)
Compliance Officer and Enforcement Inspector	1996	\$10.00-17.00 (14.40) Union (15.75)	\$14.00-20.50 (20.00) Union (17.50)	\$17.00-25.00 (23.00) Union (19.50)
Computer Engineer	1996	\$11.50-19.25 (14.50)	\$14.00-24.00 (18.25)	\$16.25-28.75 (23.00)
Computer Operator	1994	\$9.00-11.75 (10.00) Union (11.25)	\$10.00-15.00 (11.00) Union (14.00)	\$11.75-18.00 (13.00) Union (17.50)
Computer Programmer / Software Engineer	1994	\$11.25-16.25 (14.50)	\$14.50-23.25 (17.00)	\$19.50-34.25 (24.25)
Computer Technical Support Specialist	1994	\$9.25-14.50 (11.75)	\$10.00-18.00 (12.75)	\$14.00-19.50 (15.50)
Construction Manger	1995*	\$5.00-25.00 (10.00)	\$10.00-30.00 (15.00)	\$10.00-35.00 (17.00)
Cook, Cafeteria or Institution	1995*	\$4.75-7.00 (\$6.00)	\$5.50-8.00 (\$7.00)	\$6.00-10.00 (8.00)
Cook, Restaurant	1994	\$4.50 -7.50 (6.25)	\$5.00-9.00 (7.50)	\$7.00-12.00 (9.25)
Correction Officer and Jailer	1996	\$7.50-12.00 (10.50) Union (10.50)	\$8.50-14.50 (11.50) Union (11.75)	\$9.50-17.75 (13.50) Union (14.50)
Court Clerk	1996	\$8.25-17.50 (12.75) Union (12.75)	\$9.50-19.25 (15.75) Union (13.50)	\$11.00-25.75 (19.00) Union (15.50)
Counter and Rental Clerk	1994	\$4.25-7.50 (5.50)	\$4.25-\$8.50 (6.00)	\$5.50-12.00 (7.00)
Customer Service Representative, Utilities	1996	\$5.00-13.25 (9.25) Union (10.75)	\$8.75-15.50 (10.75) Union (11.25)	\$9.25-19.25 (13.00) Union (13.00)
Data Entry Keyer	1995*	\$4.25-9.00 (6.00)	\$6.00-11.00 (7.50)	\$7.50-11.00 (8.00)
Data Processing Equipment Repairer	1995*	\$5.00-10.00 (7.00)	\$8.00-17.50 (10.00)	\$10.00-20.00 (15.00)

# Occupations and Wages

Occupational Title	Year Survey Published	----- Wage Range and (Median) -----		
		No Experience	Experience	3 Years with Firm
Dental Assistant	1995*	\$7.00-13.00 (9.00)	\$9.50-14.00 (11.50)	\$11.00-15.00 (14.00)
Dental Hygienist	1995*	\$15.00-28.00 (22.00)	\$22.00-32.00 (25.00)	\$22.00-34.00 (25.00)
Dental Laboratory Technician (Precision)	1996	\$4.25-6.50 (5.00)	\$5.50-10.50 (8.25)	\$10.00-18.00 (15.00)
Detective and Investigator, Except Public	1991	\$6.00-14.75 (7.75)	\$7.25-15.00 (9.50)	\$8.50-18.00 (12.00)
Dispatcher, Except Police, Fire, Ambulance	1994	\$4.50-11.75 (7.25)	\$4.75-12.00 (8.00)	\$5.25-14.50 (14.00)
Dispatcher, Police, Fire, Ambulance	1991	\$10.00-12.50 (11.00) Union (11.50)	\$11.25-13.50 (13.00) Union (12.50)	\$11.25-20.00 (15.00) Union (15.25)
Drafter	1995*	\$6.00-12.00 (8.75)	\$9.00-18.00 (12.00)	\$10.00-16.00 (13.50)
Driver, Sales Worker	1991	\$4.25-8.25 (5.50)	\$4.50-8.50 (5.50)	\$4.75-10.25 (7.75)
Duplicating Machine Operator	1991	\$5.00-7.00 (5.75)	\$5.50-7.00 (6.25)	\$7.00-8.50 (7.25)
Electrical and Electronic Engineer	1994	\$11.00-15.50 (13.25)	\$13.50-20.00 (17.00)	\$17.00-31.00 (20.75)
Electrical and Electronic Engineering Technician	1994	\$8.50-12.00 (9.50)	\$9.50-13.50 (10.50)	\$11.00-16.75 (13.00)
Electrical Installer and Repairer, Transportation	1991	\$5.00-8.00 (6.75)	\$6.00-12.50 (10.00)	\$7.00-15.00 (12.25)
Electrician	1995*	\$5.00-15.00 (7.50) Union (7.00)	\$7.00-21.50 (14.00) Union (15.50)	\$10.00-21.25 (15.00) Union (20.00)
Electromedical and Biomedical Equipment Repairers	1996	\$6.50-19.25 (10.50) Union (14.50)	\$8.00-20.75 (12.50) Union (17.50)	\$11.00-24.00 (16.00) Union (19.75)
Electronic Home Entertainment Repairer	1993	\$5.00-6.50 (6.00)	\$6.00-16.25 (9.00)	\$10.00-17.50 (12.00)
Elementary School Teacher	1995*	\$11.00-14.00 (12.50)	\$13.25-17.50 (15.75)	\$13.00-18.00 (14.00)
Emergency Medical Technician	1996	\$5.50-7.00 (5.50) Union (6.75)	\$7.00-9.00 (7.00) Union (8.50)	\$9.75-12.00 (10.00) Union (12.00)
Employment Interviewer	1995*	\$6.00-12.00 (10.00)	\$6.00-15.00 (12.00)	\$7.00-22.00 (14.00)
Environmental Engineer	1994	-----	\$15.50-18.50 (17.50)	\$19.50-22.00 (21.25)
Event and Meeting Planners	1996	\$6.00-14.25 (9.50)	\$8.00-10.00(12.00)	\$16.75 -24.00 (13.75)
File Clerk	1993	\$6.00-8.25 (6.75)	\$6.25-9.00 (\$7.00)	\$6.75-11.00 (8.50)

# Occupations and Wages

Occupational Title	Year	----- Wage Range and (Median) -----		
	Survey Published	No Experience	Experience	3 Years with Firm
Financial Manager	1994	\$9.25-17.50 (13.50)	\$13.00-24.75 (19.50)	\$15.00-37.25 (26.50)
Fitness Instructor	1994	\$6.25-10.00 (8.00)	\$6.75-12.00 (8.25)	\$8.00-24.00 (11.00)
Food Preparation Worker	1995*	\$4.25-9.00 (5.00)	\$4.25-10.00 (6.00)	\$5.00-10.00 (7.00)
Food Service Manager	1994	\$7.25-13.25 (10.00)	\$10.00-19.50 (12.00)	\$12.00-24.25 (13.50)
Forklift Operators	1996	\$5.50-14.00 (7.00) Union 10.00)	\$7.00-14.75 (8.25) Union (12.25)	\$8.50-16.75 (14.25) Union (14.25)
Gardener and Groundskeeper	1995*	\$5.00-6.00 (5.00) Union (10.75)	\$5.00-8.00 (6.00) Union (11.00)	\$6.00-15.00 (8.00) Union (13.00)
General Office Clerk	1993	\$5.75-9.00 (8.00)	\$7.00-9.75 (8.50)	\$8.00-11.50 (10.25)
Glazier	1995*	\$5.00-12.00 (6.00)	\$10.00-22.00 (11.00)	\$11.00-22.00 (14.00)
Hand Packers and Packager	1993	\$4.25-5.25 (5.00)	\$5.00-8.00 (6.00)	\$5.75-9.25 (7.50)
Hairdresser, Hairstylist and Cosmetologist With Commissions:	1994	\$4.75-6.00 (5.50) \$5.00-9.00 (6.50)	\$5.75-8.00 (7.00) \$7.75-12.50 (9.50)	\$7.50-10.00 (9.00) \$10.00-16.00 (13.50)
Hard Tile Setter	1990	\$5.00-15.00 (8.00)	\$8.00-18.00 (15.00)	\$12.00-25.00 (20.00)
Hazardous Waste Materials Handlers	1996	\$7.00-13.25 (9.50) Union (10.75)	\$9.50-17.75 (11.50) Union (11.75)	\$12.00-25.00 (13.50) Union (15.25)
Heating, Air Conditioning Mechanic	1995*	\$5.00-10.00 (8.00)	\$10.00-15.00(12.50)	\$14.00-18.00 (15.00)
Health Service Manager	1995*	\$5.00-15.00 (8.00)	\$16.00-27.00 (10.00)	\$7.00-27.00 (12.00)
Home Appliance Repairer	1989	\$5.75-9.00 (7.25)	\$7.50-10.00 (9.00)	\$10.00-15.00 (12.50)
Home Health Aide	1995*	\$4.50-11.00 (7.00)	\$5.25-15.00 (7.50)	\$5.50-15.00 (8.50)
Hosts, Hostesses	1993	\$4.25-6.25 (5.25)	\$4.25-8.00 (6.00)	\$4.75-9.00 (7.00)
Hotel Desk Clerk	1994	\$5.75-7.00 (6.00)	\$6.00-7.50 (6.75)	\$7.00-9.00 (7.50)
Instructional Aide	1991	\$6.75-8.25 (7.50)	\$7.00-9.00 (8.00)	\$8.00-10.50 (8.50)
Instructor and Coach, Sports and Physical Training	1991	\$4.50-9.75 (7.00)	\$5.00-12.00 (7.75)	\$7.00-15.00 (10.00)
Insurance Claims Clerk	1996	\$5.25-15.00 (9.25)	\$6.00-20.00 (11.00)	\$7.25-24.00 (13.75)
Insurance Policy Clerk	1989	\$6.00-8.00 (7.00)	\$7.75-12.00 (9.75)	\$8.50-15.00 (11.50)
Interior Designer	1995*	\$5.00-15.00 (7.00)	\$5.00-20.00 (12.00)	\$5.00-31.25 (15.00)

# Occupations and Wages

Occupational Title	Year Survey Published	-- - - - - Wage Range and (Median) - - - - -		
		No Experience	Experience	3 Years with Firm
Interview Clerk	1990	\$5.00-8.25 (7.00)	\$5.00-8.75 (7.25)	\$5.50-11.50 (9.25)
Janitor	1994	\$4.25-9.25 (5.00)	\$4.50-9.75 (5.50)	\$5.00-11.00 (7.00)
Kindergarten Teacher	1991	\$5.50-16.50 (11.50)	\$6.25-16.50 (12.25)	\$6.75-22.00 (13.50)
LAN / WAN Manager (Computer Network Manager)	1994	\$13.00-19.50 (14.50)	\$14.75-21.75 (17.00)	\$17.25-29.00 (21.00)
Lather	1995*	\$6.00-15.00 (6.00)	\$9.00-20.00 (15.00)	\$12.00-20.00 (17.00)
Laundry and Dry Cleaning Machine Operator	1993	\$4.25-6.00 (5.00)	\$4.25-7.00 (5.00)	\$5.25-11.00 (6.00)
Legal Secretary	1995*	\$9.00-13.25 (10.00)	\$12.50-16.25 (13.00)	\$13.00-20.00 (16.25)
Licensed Vocational Nurse	1995*	\$7.00-12.00 (10.00)	\$8.00-13.00 (12.00)	\$8.50-15.00 (13.00)
Loan and Credit Clerk	1995*	\$5.00-9.50 (7.00)	\$7.00-12.50 (9.50)	\$9.00-15.75 (12.50)
Lodging Manager	1994	\$6.00-18.25 (8.75)	\$8.00-20.25 (15.00)	\$10.00-23.75 (18.25)
Machinist	1994	\$6.50-12.00 (8.75) Union (10.50)	\$10.25-14.25 (12.00) Union (13.75)	\$13.00-18.50 (16.25) Union (16.75)
Manager / Supervisor , Administrative Support	1993	\$6.50-14.00 (11.25)	\$9.00-23.75 (14.50)	\$11.00-29.00 (17.50)
Marketing , Advertising, Public Relations Manager	1995*	\$6.00-26.00 (10.00)	\$8.00-30.00 (12.50)	\$10.00-30.00 (17.50)
Maid and Housekeeping Cleaner	1991	\$4.25-5.75 (5.00) Union (5.25)	\$4.50-5.75 (5.00) Union (5.25)	\$4.50-6.75 (5.50) Union (6.00)
Mail Clerk	1991	\$4.25-9.25 (6.00)	\$6.00-9.25 (7.25)	\$7.25-11.00 (7.75)
Mail Machine Operator	1991	\$4.25-6.00 (5.00)	\$5.50-7.75 (6.00)	\$7.00-10.00 (8.00)
Maintenance Repairers - General Utility	1995*	\$5.00-10.00 (7.00)	\$6.00-12.00 (8.00)	\$7.00-13.00 (10.00)
Marking Clerk	1991	\$4.25-6.00 (5.00)	\$4.25-6.50 (5.25)	\$6.00-8.75 (6.50)
Massage Therapist Tips per massage	1994	\$6.00-15.00 (10.00) (10.00)	\$8.00-25.00 (18.50) (10.00)	\$8.00-30.00 (25.00) (20.00)
Medical and Clinical Laboratory Technologist	1995*	\$7.00-16.00 (12.50)	\$8.00-19.00 (15.00)	\$9.50-23.00 (17.00)
Medical and Clinical Laboratory Assistant	1993	\$7.00-9.50 (7.50)	\$7.00-10.00 (8.00)	\$8.00-13.00 (9.75)
Medical Assistant	1995*	\$6.00-10.00 (7.00)	\$7.00-12.00 (8.00)	\$7.00-13.00 (8.00)
Medical Records Technician	1995*	\$5.25-7.50 (6.00)	\$5.50-9.00 (6.50)	\$6.50-9.50 (7.50)
Medical Secretary	1994	\$6.75-10.00 (8.00)	\$8.00-11.00 (9.00)	\$10.00-13.00 (11.00)

# Occupations and Wages

Occupational Title	Year Survey Published	----- Wage Range and (Median) -----		
		No Experience	Experience	3 Years with Firm
Merchandise Displayer and Window Trimmer	1995*	\$6.00-11.00 (7.00)	\$6.00-11.00 (9.00)	\$7.00-15.00 (10.00)
Messenger	1991	\$4.25-7.00 (6.25)	\$4.25-8.75 (7.00)	\$4.25-10.00 (8.25)
Meter Reader, Utilities	1991	\$6.50-13.00 (9.50) Union (11.50)	\$9.50-13.00 (10.00) Union (11.50)	\$10.75-16.25 (11.00) Union (13.75)
Nurse Aide	1995*	\$5.00-7.00 (5.00)	\$5.00-8.00 (6.00)	\$5.00-9.00 (6.00)
Nursery Worker	1993	\$4.25-5.00 (4.25)	\$4.25-5.50 (4.75)	\$4.75-7.50 (6.25)
Occupational Therapist	1994	\$16.50-26.50 (17.00)	\$18.25-30.25 (19.75)	\$19.50-37.50 (22.00)
Optician	1996	\$4.25-7.75 (5.50)	\$8.25-15.50 (10.00)	\$12.50-22.00 (19.25)
Optical Technician	1995*	\$5.00-7.50 (6.00)	\$6.00-10.00 (7.00)	\$9.00-14.00 (9.00)
Order Clerk	1994	\$5.50-10.00 (8.25)	\$6.00-11.50 (9.00)	\$8.00-14.75 (11.50)
Offset Lithographic Press Setter	1995*	\$5.00-10.00 (7.00)	\$8.00-18.00 (10.00)	\$8.00-20.00 (13.00)
Paramedic	1996	\$8.50-9.00 (8.75)	\$10.00-11.00 (10.50)	\$14.25-14.50 (14.50)
Paralegal	1995*	\$7.00-18.00 (10.00)	\$10.00-20.00 (14.00)	\$10.75-25.00 (15.75)
Painter	1996	\$5.00-9.00 (6.00)	\$8.00-16.00 (10.00)	\$10.00-24.00 (16.00)
Painter, Transportation Equipment	1991	\$4.25-9.25 (5.00) Union (6.25)	\$5.50-26.75 (8.50) Union (9.25)	\$8.00-26.75 (11.25) Union (11.75)
Payroll and Timekeeping Clerk	1995*	\$5.00-10.00 (7.00)	\$5.75-11.25 (8.00)	\$7.50-12.50 (10.50)
Personnel Clerk	1996	\$6.50-12.50 (10.00)	\$7.50-15.25 (12.25)	\$8.00-18.00 (8.50)
Personnel, Training, Labor Relations Specialist	1994	\$9.75-16.25 (10.75)	\$11.25-22.00 (13.75)	\$13.00-24.75 (14.25)
Pest Controller With Commissions:	1994	\$5.00-7.50 (6.50) \$5.00-8.50 (6.50)	\$6.50-9.00 (7.50) \$6.50-10.75 (8.00)	\$7.50-13.25 (9.25) \$8.50-17.50 (10.75)
Pharmacist	1992	\$15.50-31.50 (24.00)	\$15.50-31.50 (25.50)	\$20.25-38.75 (30.00)
Pharmacy Technician	1996	\$8.00-11.75 (9.00)	\$8.75-12.25 (10.00)	\$10.00-14.75 (12.50)
Photo Processing Machine Operator	1993	\$4.25-8.00 (5.00)	\$5.00-8.50 (6.00)	\$6.00-11.00 (8.25)
Photographer	1996	\$5.00-15.00 (7.50)	\$6.00-20.00 (10.50)	\$6.50-30.00 (15.00)
Physical Therapist	1995*	\$6.00-28.00 (16.00)	\$8.00-34.00 (18.50)	\$9.00-35.00 (22.00)
Physical Therapy Aide	1995*	\$6.00-15.00 (6.25)	\$7.00-19.00 (8.00)	\$7.00-20.00 (9.00)



# Occupations and Wages

Occupational Title	Year Survey Published	----- Wage Range and (Median) -----		
		No Experience	Experience	3 Years with Firm
Plumbers, Pipefitters, and Steamfitter	1995*	\$5.00-9.00 (6.00) Union (8.00)	\$10.00-17.00 (12.00) Union (12.75)	\$12.00-20.00 (15.00) Union (14.25)
Police Patrol Officer	1996	\$8.00-16.00 (12.50) Union (14.00)	\$9.00-18.25 (14.00) Union (16.75)	\$10.00-21.50 (15.50) Union (20.00)
Preschool Teacher	1995*	\$5.00-12.00 (6.00)	\$6.00-13.00 (7.00)	\$7.00-13.50 (8.00)
Printing Press Machine Operator	1993	\$5.00-9.00 (6.75)	\$7.00-16.75 (9.50)	\$10.00-20.50 (13.25)
Property and Real Estate Manager (on-site)	1995*	\$7.00-15.00 (10.00)	\$8.00-21.25 (12.50)	\$10.00-27.50 (15.00)
Psychiatric Aide	1993	\$6.00-9.50 (7.25)	\$7.25-11.00 \$8.25	\$7.50-13.00 (9.50)
Purchasing Agent	1995*	\$7.00-13.00 (9.00)	\$8.00-16.00 (13.50)	\$12.00-20.00 (14.00)
Purchasing Manager	1993	\$8.00-26.75 (11.75)	\$11.00-29.00 (15.00)	\$13.00-32.25 (17.50)
Radiologic Technologist (Therapeutic)	1994	\$14.50-17.00 (15.75)	\$15.50-19.00 (17.00)	\$17.00-21.00 (20.00)
Receptionist and Information Clerk	1995*	\$5.00-10.00 (7.00)	\$5.75-11.25 (8.00)	\$7.50-12.50 (9.50)
Recreation Worker	1994	\$4.50-6.50 (5.00)	\$5.50-9.50 (6.75)	\$6.50-14.00 (8.75)
Registered Nurse	1994	\$10.00-17.00 (14.50) Union (16.00)	\$14.00-20.50 (17.00) Union (20.00)	\$17.00-25.00 (20.00) Union (25.00)
Reservation and Transportation Ticket Agent	1991	\$5.00-9.50 (6.50) Union (8.25)	\$5.75-9.50 (6.75) Union (8.25)	\$7.50-9.25 (8.75) Union (9.25)
Respiratory Care Practitioner	1993	\$10.75-14.00 (12.00)	\$12.25-16.50 (14.00)	\$13.00-18.25 (16.00)
Roofer	1995*	\$6.00-10.00 (6.50) Union (7.00)	\$7.00-18.00 (11.00) Union (8.50)	\$10.00-18.00 (13.00) Union (13.00)
Sales Agent, Advertising	1995*	\$5.00-20.00 (8.00) Commissions (2.00)	\$7.25-20.00 (12.50) Commissions (5.75)	\$9.00-30.00 (27.50) Commissions (10.00)
Sales Agents and Placers, Insurance	1996	\$9.50-15.50 (13.50)	\$11.75-28.75 (18.25)	\$15.00-48.00 (33.50)
		----- includes tips and commissions -----		
Sales Agent, Select Business Services	1995*	\$5.00-15.00 (9.00) Commissions (4.00)	\$8.00-25.00 (12.50) Commissions (7.50)	\$11.00-37.50 (17.00) Commissions (9.75)
Salesperson, Parts	1994	\$5.00-9.00 (7.00)	\$7.50-14.00 (9.25)	\$10.75-17.00 (14.50)
Salesperson, Retail	1996	\$4.25-7.00 (5.00) Commission (7.00)	\$5.50-8.00 (7.00) Commission (10.00)	\$7.00-13.00 (12.00) Commission (12.0)

# Occupations and Wages

Occupational Title	Year	----- Wage Range and (Median) -----		
	Survey Published	No Experience	Experience	3 Years with Firm
Sales Representative	1994	\$9.00-13.00 (11.75)	\$10.00-18.00 (13.00)	\$11.00-28.50 (19.50)
Sales Representative, Scientific	1995*	\$5.00-14.00 (7.50)	\$5.00-22.00 (12.00)	\$5.00-31.25 (20.00)
Secondary School Teacher	1995*	\$10.00-13.50 (12.50)	\$13.50-17.00 (15.00)	\$13.50-17.00 (15.50)
Sales Supervisors / Managers With Commissions:	1996	\$7.25-22.00 (10.25)	\$9.50-27.75 (12.00)	\$12.00-33.25 (16.75)
		\$7.00-28.75 (19.50)	\$9.50-48.00 (19.50)	\$12.00-72.00 (30.75)
Secretary, General	1994	\$6.00-9.75 (8.00)	\$7.00-12.00 (8.75)	\$9.00-14.50 (10.50)
Security Guard	1995*	\$5.00-7.50 (6.00)	\$5.00-7.50 (6.00)	\$6.50-8.50 (7.00)
Service Station Attendant	1991	\$4.25-6.00 (4.50)	\$4.25-7.00 (5.00)	\$5.25-11.75 (6.00)
Sheet Metal Worker	1995*	\$5.00-10.00 (6.00)	\$8.00-13.00 (10.00)	\$9.00-16.00 (13.00)
Sheriff and Deputy Sheriff	1991	(\$13.00)	(\$14.50)	(\$15.25)
Social Service Technician	1992	\$7.25-11.25 (8.75)	\$8.50-11.75 (8.75)	\$11.50-15.50 (11.75)
Social Worker	1992	\$6.00-11.00 (8.25)	\$6.25-15.50 (11.00)	\$7.25-19.75 (13.00)
Special Education Teachers	1996	\$8.75-17.25 (10.50) Union (13.25)	\$10.50-20.25 (12.50) Union (16.00)	\$14.00-23.25 (15.50) Union (17.50)
Statistical Clerk	1991	\$8.50-19.00 (9.00)	\$9.50-22.00 (11.75)	\$11.50-25.00 (13.00)
Stenographer	1990	\$4.50-14.50 (6.50)	\$5.00-14.50 (9.75)	\$5.50-15.50 (11.75)
Stock Clerk, Sales Floor	1995*	\$5.00-6.00 (5.00) Union (5.50)	\$5.00-6.50 (5.50) Union (6.00)	\$6.00-9.00 (7.00) Union (11.25)
Stock Clerk, Stock Room, Warehouse	1994	\$4.75-7.00 (5.50)	\$4.50-8.75 (5.75)	\$5.75-11.00 (6.50)
Switchboard Operator	1995*	\$4.25-7.50 (6.25)	\$5.00-8.50 (6.25)	\$6.00-9.25 (7.75)
Tax Interviewers/Preparer	1996	\$6.00-11.00 (7.50)	\$7.00-20.50 (9.00)	\$10.00-20.00 (14.00)
Tellers	1995*	\$6.00-7.25 (7.00)	\$7.00-9.00 (8.00)	\$7.00-9.00 (8.00)
Telemarketers and Telephone Solicitors With Commissions:	1996	\$5.00-8.00 (6.00)	\$6.00-10.00 (7.00)	\$6.75-15.00 (9.00)
		\$5.00-10.00 (6.50)	\$6.00-12.75 (9.50)	\$7.00-27.75 (20.00)
Tire Repairer and Changer	1991	\$4.25-6.00 (5.00)	\$4.25-10.75 (6.75)	\$4.25-12.00 (8.00)
Title Searchers	1990	\$5.00-9.25 (5.75)	\$7.00-11.50 (10.00)	\$9.25-14.00 (11.00)
Traffic, Shipping, and Receiving Clerk	1995*	\$5.00-7.00 (5.00)	\$5.00-8.00 (6.00)	\$5.50-14.50 (7.00)
Travel Agent	1994	\$5.25-8.50 (6.75)	\$7.00-11.00 (9.75)	\$7.00-10.00 (8.00)

# Occupations and Wages

Occupational Title	Year Survey Published	-- - - - - Wage Range and (Median) - - - - -		
		No Experience	Experience	3 Years with Firm
Truck Drivers, Light - Route and Delivery	1995*	\$5.00-11.25 (6.50) Union (7.75)	\$6.00-12.50 (8.00) Union (7.75)	\$7.00-14.00 (9.50) Union (9.75)
Truck Drivers, Heavy	1995*	\$7.00-20.00 (9.50 ) Union (9.25)	\$9.00-20.00 (11.50) Union (10.75)	\$11.00-20.00 (14.00) Union (15.00)
Veterinary Technicians	1996	\$4.25-9.00 (6.25)	\$4.25-10.00 (8.00)	\$6.00-13.00 (10.50)
Typists and Word Processors	1994	\$6.00-8.25 (7.00)	\$6.00-10.75 (8.00)	\$7.50-13.00 (10.00)
Vocational and Educational Counselors	1996	\$7.00-16.75 (10.25) Union (13.50)	\$9.50-20.00 (11.50) Union (15.75)	\$12.00-23.00 (15.00) Union(18.25)
Vocational Instructors and Teachers	1995*	\$9.00-29.00 (11.00) Union (23.50)	\$10.00-29.00 (13.00) Union (24.75)	\$12.00-29.00 (13.00) Union (28.75)
Waiter / Waitress	1993	\$4.25-4.75 (4.25) Tips (5.00)	\$4.25-5.00 (4.25) Tips (6.00)	\$4.25-6.25 (4.25) Tips (7.00)
Water Treatment Plant Operators	1996	\$10.25-17.50 (13.50) Union(14.50)	\$12.00-19.00 (15.50) Union(17.25)	\$14.00-21.50 (18.00) Union(19.50)
Welders and Cutters	1995*	\$5.00-9.00 (7.00) Union (8.50)	\$8.00-12.00 (11.00) Union (11.00)	\$8.00-15.00 (13.50) Union (12.00)
Window Washers	1996	\$5.00-10.00 (6.00)	\$5.50-12.00 (8.00)	\$6.00-15.00 (10.00)
Writers and Editors	1996	\$5.00-10.00 (7.50)	\$6.00-12.00 (9.25)	\$9.50-16.00 (12.50)

\* Wage data collected in the Summer of 1995 under the Rapid Response Demonstration Project, Automated Data Collection System and Database Development with the San Diego Consortium & Private Industry Council and the ERISS Corporation.